

**STATE OF MAINE PUBLIC UTILITIES COMMISSION**

**DOCKET NO. 2019-00015**



**CENTRAL MAINE  
POWER**



**AVANGRID**

**CENTRAL MAINE POWER COMPANY  
Investigation of Central Maine Power Company's Metering  
and Billing Issues**

**INITIAL TESTIMONY ON SMARTCARE  
IMPLEMENTATION**

**May 8, 2019**

**Testimony of**

**Donna McNally**

**On behalf of  
Central Maine Power Company  
83 Edison Drive  
Augusta, ME 04336**

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1      **I.      WITNESS PANEL AND INTRODUCTION**

2            **A.      *Please identify the witness and her qualifications.***

3            Donna McNally is Director of IT Budget, Vendor Management/Contracts and Project  
4            Management Office. She has been with the Company for 30 years of which, almost all, have  
5            been in the Information Technology (“IT”) Department holding various positions within IT. Ms.  
6            McNally’s Curriculum Vitae is provided in Exhibit 14 to the testimony.

7            **B.      *Please describe the purpose of your testimony.***

8            The Commission’s March 13, 2019 Procedural Order issued in both Docket No. 2018-  
9            00194 and Docket No. 2019-00015 provides “that the issue of the implementation of SmartCare,  
10          as discussed in Section VII of the Liberty Report, overlaps and is relevant to both dockets” and  
11          that “[t]he best path forward is to have SmartCare implementation, as examined in Section VII of  
12          the Liberty Report, in both Docket Nos. 2019-00015 and 2018-00194. The purpose of this  
13          testimony is to demonstrate CMP’s effective implementation of SmartCare, in particular, the  
14          effective development and implementation of the IT platform, and to clarify and rebut certain  
15          data and other information presented in the Audit Report prepared by The Liberty Consulting  
16          Group (“Liberty”), as well as to respond to conclusions reached by Liberty in its Report.

17          Although CMP is responding in this testimony to conclusions drawn by Liberty regarding  
18          that general project management of the SmartCare project, it should be noted that an examination  
19          of CMP’s SmartCare implementation was not included within the Commission’s approved scope  
20          of services for the Liberty Audit. As noted later in this testimony, during its entire audit process  
21          Liberty held only a single two-hour interview with the Project Director of the SmartCare project.  
22          Given the fact that an examination of SmartCare implementation was not within the approved  
23          audit scope, it should not be surprising that Liberty only devoted a single 2-hour interview to this

1 aspect of their work. However, given Liberty's lack of depth into exploration of project  
2 management issues, their findings in this area should not be accepted with the same degree of  
3 confidence as their other findings regarding meter and billing accuracy - the core matters within  
4 the scope of the audit. CMP provides this testimony to provide full context to the management of  
5 the SmartCare project and refute a number of Liberty's unsupported findings in this area.

6 ***C. Please provide an overview of your testimony.***

7 As the Liberty Audit Report states "It (the system) has functioned largely as planned."<sup>1</sup> More  
8 than 600 users, more than 30,000 bills, 20,000 payments, Electronic Data Interchange "EDI"  
9 transactions, meter reads, accounting transactions, web/IVR connections, vendor integrations,  
10 and many other business operations are occurring successfully in the system daily.

11 The project was executed under an industry standard project management methodology  
12 for this type of Customer Relationship Management and Billing project. All phases of the  
13 project had defined deliverables with sign-offs. A Project Governance Plan was established and  
14 documented, and that Governance Plan was executed.

15 Project reporting was done accordance to the Governance Plan with weekly project level  
16 status reporting, monthly (then weekly) Steering Committee reporting and additional  
17 management and regulatory reporting was also conducted. A detailed Microsoft Project Plan  
18 was developed, maintained and monitored for the project.

19 Executive Dashboards were presented to the Steering Committee on all key components  
20 of the project required for Go-Live with detailed metrics and quality goals supporting each of  
21 these key areas. A post Go-Live Support structure was deployed for 90-days post Go-Live with  
22 a transition to both ongoing support and a Phase 2 of the project to ensure continued emphasis on  
23 issue resolution, enhancements and support of the business.

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<sup>1</sup> Liberty Audit Report, p. 10.

1 In the Liberty Audit process, a two-hour interview was held with the Project Director of the  
2 project. No additional follow-up interviews were requested once data requested by Liberty was  
3 provided. Moreover, tens of thousands of additional pages of documentation (other than the  
4 Data Request responses) were available to the auditors for review related to project management,  
5 governance, project metrics, resources and all facets of the project. However, the auditors never  
6 requested or discussed with the Company such information. Had they done so, as discussed  
7 below, Liberty likely would not have included many of the adverse findings contained in their  
8 Audit Report.

9 As shown below, leading practices for customer billing implementations were adopted  
10 and executed for CMP's SmartCare project.

11 **II. RESPONSE TO BACKGROUND SECTION OF LIBERTY REPORT**

12 **A. *Did CMP have a well-managed CIS project, centering around a customer  
13 service delivery vision expressing clearly defined objectives and a full understanding of how  
14 the CIS solution will support that vision?***

15 Yes. As discussed more fully below, CMP's SmartCare project, while complex and  
16 challenging, has been successfully implemented and will enhance customer service into the  
17 future. The Audit Report states "Successful projects: (a) implement and test the solution's  
18 design, (b) conduct business-process assessment and re-engineering, (c) plan hardware and  
19 software configurations in detail, (d) convert existing data to enable its successful processing in  
20 the new system, (e) define and apply go-live acceptance criteria, (f) conduct pre-go live testing to

1 ensure satisfaction of those criteria, (g) train system users, and (h) create and execute post go-  
2 live transition plans.”<sup>2</sup>

3 CMP is in agreement with the above statement and utilized a standard SAP Waterfall delivery  
4 project management methodology to help ensure success.

5 The diagram below shows the translation of the different phases included in the  
6 methodology as it relates to Liberty’s statement above.



9 The steps depicted above are described as follows:

#### 10 **Methodology Definition**

##### 11 *Phase 1 - Project Planning*

12 The purpose of this phase was to launch the Customer SmartCare project. It included the  
13 early installation of a core leadership team, including key personnel representing CMP’s  
14 businesses, to implement certain elements of the project that would assist the full team in  
15 achieving an efficient start. The Project Management Office (PMO) lead this effort, which  
16 included establishing the team work area and infrastructure, onboarding materials, a kickoff  
17 presentation, templates for initial deliverables, project procedures, and Project Planning and  
18 Business Blueprint phases deliverables.

19 The Project Governance foundation was established during this phase. This foundation  
20 guided the project activities, as well as helped determine the best way to integrate CMP’s  
21 business needs into the implemented solution. An important step in solidifying the project  
22 governance was for the Change Management team to segment and profile the project  
23 stakeholders.

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<sup>2</sup> Liberty Audit Report, p. 60.

1            *Phase 2 – Business Blueprint*

2            During this phase, business process confirmation was performed by leveraging the NY

3            Company's business processes, Iberdrola USA Industry Print that was developed as part of the

4            SAP Global project, and the System Integrator's Utilities IndustryPrint tool.

5            The System Integrator's SAP Utilities Template was used to support Blueprint workshops and

6            other activities during the phase. The SAP Utilities Template was used as a reference

7            environment and was leveraged by CMP to deploy parts of it to cover the business requirements

8            identified for the project. 63 Blueprint sessions were conducted.

9            *Phase 3 - Realization*

10            During this phase, the project team configured the SAP software, completed the agreed

11            functional specifications, developed the custom Forms, Reports, Interfaces, Conversion,

12            Enhancements and Workflow (“FRICEW”) objects, and developed documentation to support the

13            end-users and SAP support group after Go-Live.

14            The Client team worked to complete the necessary data cleansing for the new system.

15            The project team defined the training plan for the systems' end-users, conducted unit tests on the

16            SAP software configuration and custom objects to confirm they worked to specification.

17            The purpose was to create the working to-be business processes and technical landscape to

18            support the Blueprint design. This included the system configuration and custom development

19            objects developed by the Software Factory, which was the entity retained by CMP to develop

20            custom code for the SmartCare project.

21            *Phase 4 – Testing & Validation*

22            This phase included the remaining testing activities (integration, performance and stress,

23            regression, batch schedule, user acceptance and parallel testing) to validate that the

1 implementation was meeting the business requirements documented for the SmartCare solution.  
2 The objective was to validate that the configuration and development completed in the  
3 Realization phase was working as designed across the integrated business processes.

4 *Phase 5 - Implementation*

5 During the Implementation phase, the project team prepared the system for Go-Live. This  
6 included completion of user acceptance/integration testing, cutover rehearsals, delivering end-  
7 user training, and regression testing of critical scenarios that might have been impacted by fixes  
8 in other areas or by integration with other systems.

9 *Phase 6 – Post Go-Live Support*

10 The Go-Live and Support phase was the transition from the readiness activities of a  
11 preproduction environment to conducting business operations in the production system.  
12 Production support was provided, system transactions were monitored, and support was  
13 transitioned to the production support organization.

14 **Pre-Production Testing as Planned versus Conducted**

15 The following section will describe the robust testing methodology that was followed by  
16 the project from unit testing through user acceptance testing. All defects were captured,  
17 analyzed, prioritized and addressed for resolution.

18 ***B. Was testing adequate and the right type of testing?***

19 Yes. CMP adopted and documented the following standard testing methodology for the  
20 Customer SmartCare project which included the testing required for this type of customer service  
21 and billing implementation. The testing strategy and framework depicted in Figure 1 below  
22 ensured that the business process solution to be delivered upon Go-Live performed per design  
23 specifications, met the established quality criteria and performed per established operation  
24 parameters.

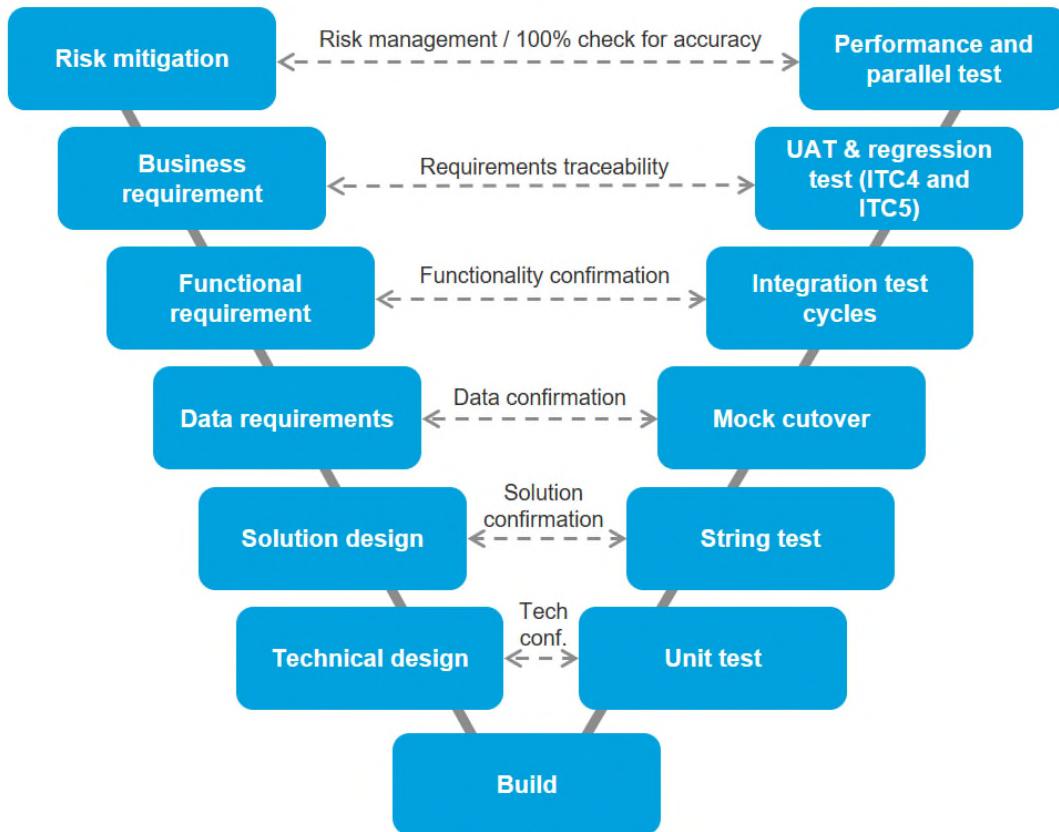


Figure 1

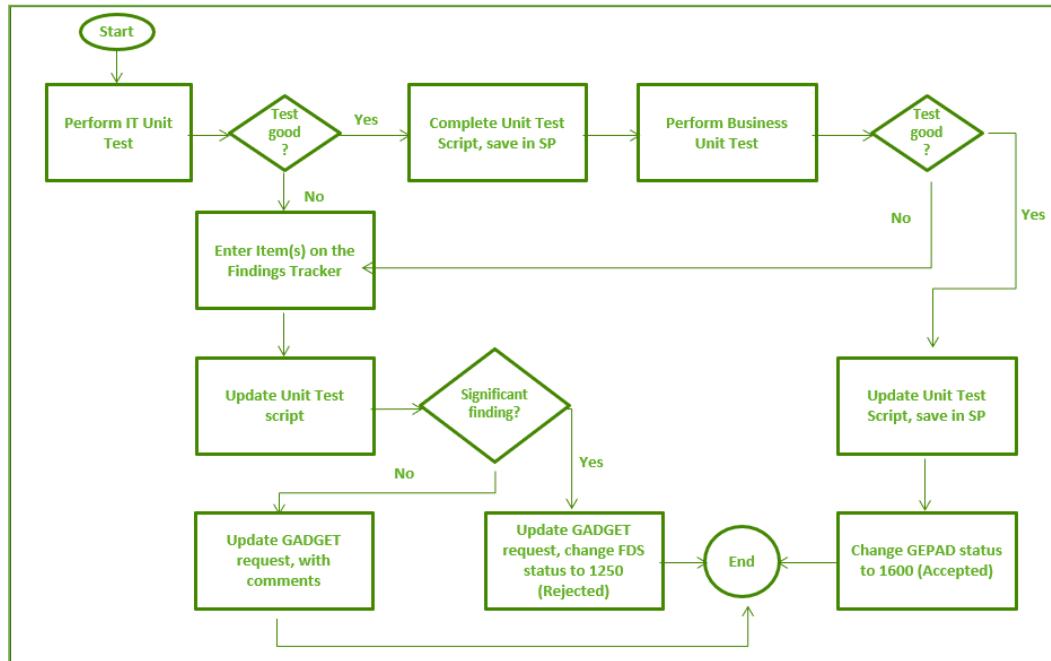
1  
2     Testing components included configuration, data, development and system settings. The  
3     following types of tests were executed:

4     **Testing Types / Goals**

5     • Unit testing – Unit testing included all configured SAP transactions and development  
6         items that support the CMP business processes. Unit testing focused on the integrity and  
7         correct functioning of a series of transactions within a specific module. Unit testing did  
8         not focus on integration points across modules. Components included:  
9  
10         ○ SAP transactions and development objects correctly perform all specified  
11             functions;  
12         ○ Performed by the functional and technical team members for development  
13             objects;  
14         ○ Tested according to unit test scripts developed by the functional teams;  
15         ○ Executed through Build Phase; and  
16         ○ Test data was setup by the functional and technical teams as required.

1        Technical and functional unit testing was performed for all the configuration and  
2        FRICEW objects in the development environment before the object was moved to quality  
3        environment for user testing. The core design team performed the unit testing of the objects in  
4        the development environment to validate that functionality was fulfilled as mentioned in the  
5        functional specification documents.

6        Figure 2 below is the process flow followed for development objects unit testing.  
7



8        Figure 2  
9  
10

11        Figure 3 below shows the number of testing cases tested across all the FRICEW objects:  
12

No. of development objects Tested	Total number of test cases
288	6,998

13        Figure 3  
14  
15

- **Integration Testing** – Integration Testing was performed by defining processes that chain together multiple transactions that cross over functional and organizational areas. This testing can also be characterized as end-to-end process testing where data is passed

1 through a series of processes that would be typical in the day-to-day operations. It was  
2 critical during this testing that the system satisfied all business requirements, to validate  
3 proper performance of the integrated system including cross-functional touch points.  
4 This testing also included the testing of integrated functionality between SAP and other  
5 external systems to validate that the system correctly accessed, updated and transferred  
6 data properly. The objective of the integration testing was to test all components of the  
7 application in a fully integrated testing environment across various functional modules  
8 and systems that reflected real work scenarios. This testing also included interaction  
9 between the internal and external systems that can be within or across various process  
10 groups.

11 Several internal, external and indirect integration parties were tested during the various  
12 integration test cycles. Real life business scenarios were documented by the business leads  
13 across the process areas considering the internal and external integration points.

14 Figure 4 lists the number of integration points tested.

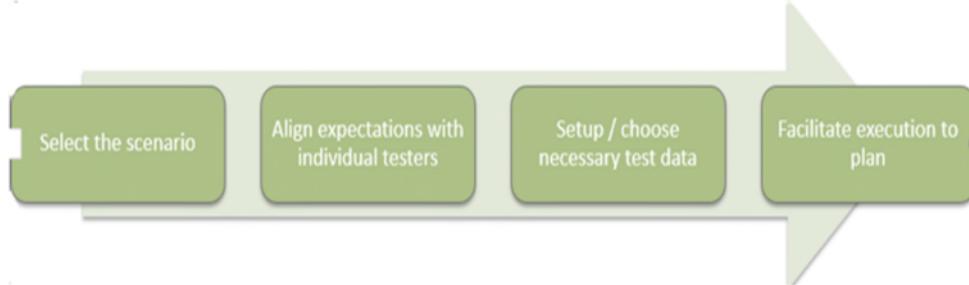
Number of interfaces by integration party	Total operational integration Points
Internal party	36
External Vendor	77
Indirect Integration Parties	11
All Interfaces (Total)	124

16 Figure 4

17

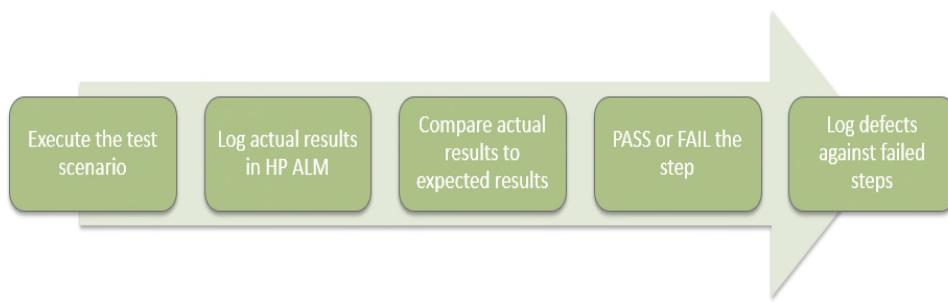
1 The lifecycle of a test scenario preparation and Scenario Execution are depicted in Figure 5.

2     ▪ Scenario Preparation:



3

4     ▪ Scenario Execution:



5

Figure 5

6

7 The Integration Test scenarios and cases incorporated specific functionality that CMP

8 must verify and approve prior to accepting the system ready for Go-Live. This testing also

9 included User Acceptance Testing. Components included:

- 10     ○ Ensured transactions and developments function as expected within the context of the  
11        business process;
- 12     ○ Testing executed by the functional (business) team members and/or business subject  
13        matter experts; and
- 14     ○ Originally three (3) cycles of Integration Testing were planned, but instead five (5)  
15        Integration Test Cycles were conducted with Integration Test 4 and 5 incorporating  
16        User Acceptance Testing.

17

18

Figure 6 below displays the number of scenarios and test cases tested across each iteration test cycle

Integration Test Cycle	No. of scenarios executed	No. of test cases executed
Integration test cycle 1	33	363
Integration test cycle 2	14	1,156
Integration test cycle 3	22	1,490
Integration test cycle 4	53	2,529
Integration test cycle 5	31	897

Figure 6

- HP-ALM<sup>3</sup> was used to store and track test scripts, register test results and manage issues identified during testing. Statistics to support disciplined tracking and control were produced daily. A dashboard was used to communicate with Stakeholders on progress and to support adjustments during the testing timeline. Exhibit 2 is a screenshot of the dashboard that was produced daily during Integration Testing.

Integration test scenarios were executed by the functional business users and leads across various process areas. For effective coordination and monitoring of the integration testing cycles, conference rooms were used for centralized monitoring and coordination of various activities carried out during the integration testing cycle.

Daily standup meetings were conducted to review the progress of the integration test

cycle with focus on:

- Progress to weekly test execution plan;
- Critical defects, roadblocks or other issues to escalate; and
- Key touch points or integration points with other teams where support is required.

<sup>3</sup> As used herein, HP-ALM means HP Application Lifecycle Management, which is a software tool used for test planning, test results and defect management.

1       • **User Acceptance Testing** – During this cycle, the users tested the complete, end-to-end  
2       business processes to verify that the implemented solution performed the intended  
3       functions and satisfied business requirements. User Acceptance Testing may be a  
4       separate test or could occur as part of the last cycle of Integration Testing. CMP  
5       incorporated User Acceptance testing in Integration Test Cycles 4 and 5.

6       • **Performance and Stress Testing** – Performance testing activities were designed to  
7       ensure the system would perform appropriately under production level processing  
8       requirements. This testing validated the system performance for anticipated volume and  
9       peak times. System performance testing was identical to what would be in production (in  
10       its hardware, software, data and network). It included measuring system response time  
11       and benchmarking cycle times to validate performance met organizational demands.

12       Components included:

- 13           ○ Ensured the system performed adequately in production;
- 14           ○ Testing was executed in a coordinated effort by the functional and technical  
15            teams;
- 16           ○ Technical team monitored the system to ensure adequate system performance;
- 17           ○ Testing was performed using converted data to provide the necessary system  
18            loads including online stress tests; and
- 19           ○ Performed in a production-like environment to ensure the application and server  
20            configuration was set for optimal performance and adjusted as required based on  
21            testing results.

22       The system used for performance testing activities was isolated with other performance

23       test activities to get realistic performance measurements. Several scenarios across all business  
24       areas were identified and then executed in a controlled environment to simulate a production-like  
25       environment.

26       Third party systems were included during the performance testing. Figure 7 below shows

27       the number of users tested across different scenarios to measure system performance. The

1 performance testing final report included the various scenarios and objects that were tested  
2 during the performance testing.

3

Scenarios	Variable Load Conditions
Low Load Scenario	Increment from 20 users to 60 users
Average Load Scenario	Increment from 40 users to 80 users
Peak Load Scenario	Increment from 60 users to 100 users
Storm Scenario	Increment from 80 users to 120 users

4

Figure 7

5 • **Parallel Bill Testing** – Demonstrated that billing results from the legacy CSS production  
6 system were able to be replicated in the new SAP SmartCare system within accepted  
7 tolerances. The objective of Parallel Bill Testing was to validate the charges calculated  
8 by periodic billing for all types of customers and rate combinations at line item for  
9 individual charge level. The goal was to confirm the accuracy of the SmartCare billing  
10 solution, as well as to find and resolve any issues in preparation for Go-Live.

11

1 During the parallel bill tests, four rounds of parallel bill testing were conducted with

2 different numbers of cycles. Figure 8 below lists the parallel bill test rounds.

Parallel Bill testing Round	No. of Billing Cycles
PBT Round 1	7
PBT Round 2	7
PBT Round 3	20
PBT Round 4	20

3 Figure 8

4 Exhibit 3 is a screenshot of the statistics generated to communicate the results of Parallel

5 Bill testing.

6 • In conjunction with Parallel Bill Testing, Bill Print testing was also executed by a  
7 separate testing team. 629 test cases were successfully executed specifically for Bill  
8 Print.

9 • **Converted Data Testing** – The project team performed sixteen (16) data conversion  
10 loads and verification. Data conversion loads and verification were conducted until the  
11 data met the Go-Live accuracy threshold. During converted data testing, the migrated  
12 data was compared with the legacy system to validate the appropriate field mapping.

13 After the full data loads were performed, business users compared the data with the legacy

14 system field by field. The converted data from the legacy system was also used during the  
15 integration test cycles two, three, four and five. Mapping issues identified by the business users  
16 were created and tracked as defects in HP-ALM and were resolved during the subsequent data  
17 loads. Data loads were performed in development, training, testing and staging environments.

18 Pass percentage of data load was reported during each data load for by each object. Exhibit 4 is  
19 a screenshot of the tracker used to manage the conversion process for every data load.

- **Batch testing** – Three rounds of batch testing were performed. The goal of this testing was to confirm the following:
  - Batch management tool was properly setup with correct dependencies between the different programs;
  - The batch management tool could support the batch process without manual intervention;
  - That adequate alerts / alarms were setup and functioning; and
  - To confirm that the complete batch process would run within the established time window.

Figure 9 below is a screenshot of the overall batch testing tracker.

ECC Batch Testing Key Milestone:	Total	Completed	Progress
Total Number of ECC Mass Jobs set up in UC4	46	46	100%
Total Number of Mass Jobs - Executed and Verified	46	46	100%
Total Number of Job Plan Workflows - Executed and Verified	121	121	100%
Number of ZPrograms - Executed and Verified	85	85	100%
Number of Portions Processed - Executed and Verified	6	6	
Complete Critical Path Processing within 12 hours			Average of the six runs executed was about 1 to 2 hrs.

Figure 9

- **Security Testing** – Security testing was performed to test individual business roles to ensure they fulfilled the business role designs. Test users were created based on business roles and were assigned based on the department. During the integration test cycles these test users were used for testing the roles and required accesses to perform the day to day activities in the system.
- **Dress Rehearsal** – Cutover testing or “Dress Rehearsals” was the execution of activities required to successfully migrate business data and operations from the legacy system into the new system. It was essential a cutover rehearsal was conducted to determine the

1           step-by-step tasks, sequence and execution time required to perform each task to  
2           minimize the system downtime.

3           A cutover plan was developed with the intention to manage the complete SmartCare project  
4           under one core plan. This Microsoft Project based plan incorporated more than 2,500 tasks  
5           where responsibilities (primary and secondary), timing and dependencies among other  
6           parameters were tracked and controlled as part of the Dress Rehearsal. Exhibit 5 is the  
7           Executive and communications level cutover dress rehearsal plan that was successfully executed.

8           **Testing Execution**

9           Project Management monitored in detail the testing process and managed progress,  
10          changes and adjustments and any issues in daily tracking meetings. Actual business scenarios  
11          were identified for testing and testing crossed the business processes in-scope for the project.

12          Each business areas documented the scenarios for the business processes and sub-processes in  
13          their area of responsibility. Each business scenario was broken down into incremental steps  
14          specifying what each business role was responsible for executing to complete the specific  
15          scenario, what the role was to perform that scenario and identify relevant data required to  
16          execute the scenario testing. The expected outcome was documented so that results from testing  
17          could be measured as meeting or not meeting expectations.

18          Depicted in Figure 10 below are the planned tests and the actual tests that were executed  
19          in preparation for Go-Live. Thirty-eight (38) weeks of testing was originally planned and  
20          seventy-nine (79) weeks were actually executed. Certain test cycles overlapped, but they were  
21          executed by separate test teams in separate technical environments.

Test Cycle	Planned Weeks	Actual weeks	No. of Scenarios executed	No. of Test Cases executed	Notes
Unit testing	N/A	24	288 Objects	N/A	All development objects which include forms, reports, interfaces, conversions objects, enhancements and workflows were unit tested in development environment before business tested in the quality environment. Executed and signed-off by IT and System Integrator
Integration Test Cycle 1	4	5	33	363	Executed and signed-off by the business
Integration Test Cycle 2	4	5	14	1156	
Integration Test Cycle 3	4	5	22	1490	
Integration Test Cycle 4	0	9	53	2529	
Integration Test Cycle 5	0	4	31	897	
Batch Testing	8	8	N/A		
Performance & Stress Testing	4	8	39		
Parallel Billing Test					
PBT Round 1	4	3	7 billing cycles		Converted data was validated in SAP during multiple data load cycles. Integration test cycles 2 to Dress Rehearsal used converted data to perform the integration testing.
PBT Round 2	5	2	7 billing cycles		
PBT Round 3	2	2	20 billing cycles		
PBT Round 4	0	4	20 billing cycles		
Converted Data Test	N/A	N/A	16 Cycles		
Total Weeks	38	79			

Figure 10

1           Of the five Integration Test Cycles (“ITC”), ITC 1 and 2 were designed to test  
2 development that had completed unit testing. Unit testing was executed prior to all other  
3 integration cycles. Four rounds of Parallel Bill tests were executed and bundled into two test  
4 timeframes.

5           The two-week timeframe for Dress Rehearsal 1 was to allow for two Dress Rehearsals if  
6 required. The first Dress Rehearsal delivered the expected results, so a second Dress Rehearsal  
7 was not necessary. As expected, given the successful Dress Rehearsal 1, no issues were  
8 experienced during Cutover.

9           **Testing Exit Criteria**

10          Exit criteria are sets of requirements that represent the conditions that must be met for testing  
11 to be considered complete. The following are the criteria for test execution:

12          • The documented test results were verified by the functional (business) testing team  
13           conducting the test;

14          • All scenarios and custom development objects have been tested at least twice;

15          • The development inventory is complete;

16          • Security testing is complete;

17          • All test exceptions have been re-tested as applicable and accepted; and

18          • Zero open critical and high defects.

19           ***C.       Was CMP’s overlapping of testing a high risk approach, as claimed by Liberty?***

20          No. In CMP’s original plan, Integration Testing, Batch Testing, Parallel Bill Testing and  
21 Performance Testing always were planned to overlap. These types of testing are executed by  
22 different resources in different technical environments with different objectives, as explained in  
23 the Testing section above:

24          • Integration Testing: Conducted by business functional areas to ensure  
25           requirements have been met.

26          • Bill Parallel Testing: Conducted by Billing Department to ensure billing result  
27           accuracy from SmartCare.

28          • Batch Testing: Conducted by Applications IT Department to ensure nightly batch  
29           processes executed successfully and within the nightly window.

1           • Performance Testing: Conducted by the IT Infrastructure Department to ensure  
2           expected performance of the production system infrastructure.

3           This approach is not high risk. It does, however, require coordination and management  
4           oversight, which did occur.

5           In addition, the change of Go-Live date to October 30, 2017 allowed for additional test  
6           cycles, including an Integration Test Cycle 4, Integration Test Cycle 5 and additional Parallel  
7           Bill Test Cycles. This additional testing and preparation time provided higher certainty that the  
8           system would function properly at Go-Live.

9           **D. *Did Parallel Bill Testing yield the results of readiness of all functionality?***

10           The purpose of Parallel Bill Testing is to demonstrate that the billing results from the  
11           Legacy CSS system can be replicated in the new SmartCare system within accepted tolerances.  
12           The objective for Parallel Bill Testing was to validate the charges calculated by periodic billing  
13           for all types of customers and rate combinations at line item for individual charge level. The goal  
14           was to confirm the accuracy of the SmartCare billing solution as well as find and resolve any  
15           issues in preparation for Go-Live.

16           Parallel billing compared the bills generated in the CIS production environment and using  
17           the same converted data into SAP and the meter reads used to generate the production bills.  
18           Figure 11 is the parallel billing framework used for SmartCare.

1. Data Conversion: a prerequisite to enable billing of accounts
2. Legacy Bills: Basis for comparison needs to be uploaded into SAP
3. Supplier Rates: needed for CMP billing
4. Meter Reading Upload: The same meter readings used in legacy billing are extracted and uploaded to the new system
5. Rates: SAP Billing engine relies on the rate configuration to produce bill documents
6. Report and Process Development: Comparisons run on legacy bills and SAP bills to determine accuracy of billing

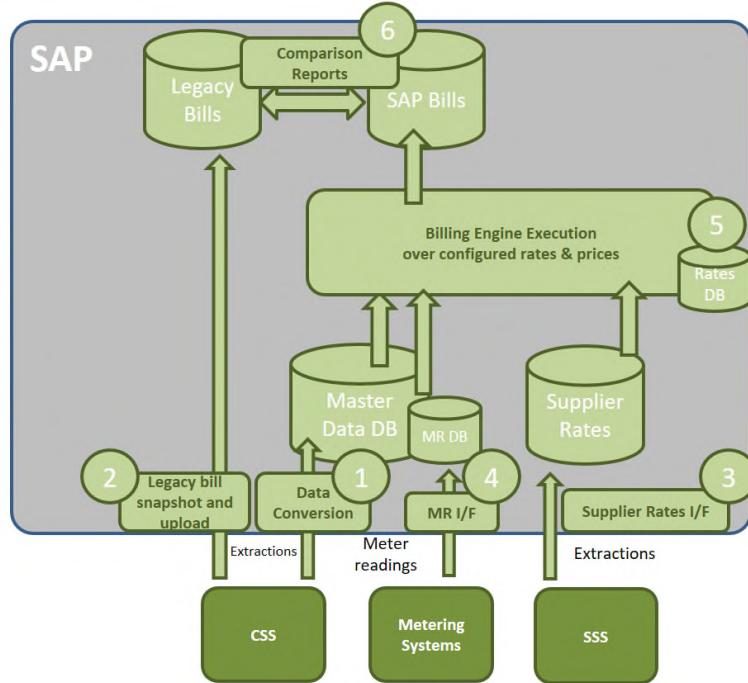


Figure 11

As result of Parallel Bill testing, fifty four (54) billing cycles were run in SAP and compared to the CSS bills. Metering information used MDM data and testing included bill-print testing using the updated bill format. Parallel Bill testing was completed once the agreed thresholds of 99% plus in accuracy were achieved. Parallel bill results were reported as part of the project's Go-Live readiness checklist. Exhibit 1 is the Go-Live readiness checklist as of October 19, 2017 which shows the completion of bill parallel and bill generation and exceptions testing.

The Objective of Parallel Bill Testing is to test the accuracy of the bills, not to test full system functionality, which is done in Integration Testing.

#### **E. Was User Acceptance Testing executed?**

Yes. User Acceptance Testing was conducted. As stated in the SmartCare Testing Strategy document “User Acceptance Testing may be a separate test or could occur as part of the last cycle of Integration Testing.”

1                   CMP incorporated User Acceptance testing in Integration Test Cycles 4 and 5.

2                   **F.        *Was the timing of CMP's user acceptance training done at the appropriate time***

3                   ***consistent with best practices or, as Liberty claims, too early and not consistent with best***  
4                   ***practices?***

5                   CMP's user acceptance training was timed appropriately. Training was conducted in two  
6                   Phases. Phase 1 consisted of 20 classes, 170 events running for 8 weeks – July 6, 2017 through  
7                   August 31, 2017). Approximately 400 CMP and AVANGRID users and approximately 100  
8                   vendor call center users were trained. Phase 2 consisted of refresher training with 13 classes,  
9                   120 events running for 7 weeks, September 18, 2017 through October 27, 2017, with  
10                  approximately 500 users trained. Training was conducted during the four months right up until  
11                  Go-Live.

12                  Training consisted of classroom instruction. In addition, job aide handouts were created.

13                  As shown above, CMP's training was done at the appropriate time.

14                  **G.        *As alleged by Liberty, did Management's focus on schedule and budget without***  
15                  ***sufficiently prioritizing quality adversely affect the SmartCare implementation and contributed***  
16                  ***to defects, billing issues, and customer concern and mistrust?***

17                  Liberty's allegation is not supported by the documentary record of the project and roll-  
18                  out activities. While all aspects of the SmartCare project were rigorously planned and managed,  
19                  the most important element was delivery of a quality solution that met the business and  
20                  customers' required functionality. Budget and schedule parameters were adjusted as necessary  
21                  in order to assure the critical solution functions were aggressively tested and delivered as  
22                  designed.

1        Many foundational documents were developed to ensure processes and procedures were  
2        in place to assure that approved functionality was delivered in the highest quality manner while  
3        managing budget and schedule. The Project Management Plan and Project Charter were the  
4        basis for how the project was executed while specific process plans were established to assure  
5        each project process had clear definition and controls. See CMP's response to TLCG-001-016  
6        for the Project Management Plan.

7        As noted previously, the change of Go-Live date to October 30, 2017 allowed for  
8        additional test cycles including an Integration Test Cycle 4, Integration Test Cycle 5 and  
9        additional Parallel Bill Test Cycles. This additional testing and preparation time provided higher  
10       certainty that the system would function properly at Go-Live. As shown above, quality was an  
11       essential element of the SmartCare roll-out and Liberty's conclusions to the contrary are  
12       incorrect.

### 13       **III. STAFFING ORGANIZATION AND RESOURCES**

#### 14       **A. *Did CMP have adequate project staffing to cover all phases of the project?***

15       Yes. CMP had sufficient staffing for the project from Planning through Implementation  
16       Phases. During the Customer SmartCare Project Preparation Phase, the Project Charter, Project  
17       Management Plan and Project Organizational Chart were developed. As part of the Project  
18       Organization Chart development, project staffing requirements were also identified and sourced.  
19       CMP, AVANGRID Business, IT resources and System Integrator resource requirements were  
20       identified and staffed based on project requirements.

21       Resources throughout the entire AVANGRID companies were deployed to support the  
22       project. The significant number of full-time equivalents ("FTEs") with the number of hours

1 expended is alignment with industry standards according to the System Integrator for this type  
2 and complexity of project. Total resources utilized are depicted in Figure 12 below.

3

Resource Area	Total FTE (Hours)	Total FTE (Persons)
Business Resources	71,000	85
IT Resources	53,800	66
Software Factory	86,000	40
System Integrator	150,000	50
	360,800	241

4

Figure 12

5 A project of this scope and complexity has resource challenges as stated in various status  
6 reports. These resource challenges were kept to the forefront during project execution and  
7 escalated to management. As a result, resources were constantly and consistently being  
8 deployed to meet the requirements of each phase of the project and delivery remained on track  
9 with the quality required.

10 Resource roles also shifted depending on the phase of the project. Several resources  
11 played different roles during each phase. The Liberty Report states “We observed multiple  
12 assignments for the functional team members, creating dual roles for testing and training  
13 activities overlapping in time.”<sup>4</sup> In this specific instance, it is standard procedure to have training  
14 resources involved in testing to ensure they have full knowledge of the system to provide  
15 effective training.

---

<sup>4</sup> Liberty Audit Report, p. 63.

1        The Liberty Report also states “Lack of sufficient resources substantially affected its  
2        ability to deliver the expected system functionality and quality....”<sup>5</sup> In fact, CMP delivered the  
3        system functionality as defined in the project scope and executed all test cases and scenarios as  
4        defined.

5            **B.        *Did the fact that the SmartCare project utilized personnel from six geographic  
6        areas create problems to integrate and advance the Project?***

7        No. The reverse is actually true. Having resources from different geographic areas  
8        enhanced the project roll-out. The Liberty Report states, “The number of groups and locations  
9        and their geographical dispersion exceeds the norm for this type of project, and complicated  
10       efforts to integrate and advance work.”<sup>6</sup> CMP is part of a US-based utility and part of a global  
11       organization. For organizations and projects of this size and magnitude, it is common practice to  
12       have project team members spread across the organization regardless of location. Global  
13       organizations, regardless of industry, leverage their geographical capabilities to provide the best  
14       skills and experience required for a project with these characteristics. Having this structure  
15       enabled CMP to take advantage of expertise, regardless of geographic area, and extended the  
16       project team’s availability during the day since resources are working in various time zones and  
17       extending the available work hours each day.

18       As the project progressed into critical phases of testing and cutover, additional resources  
19       from AVANGRID, the System Integrator<sup>7</sup> and Software Factory were brought on-site to work  
20       with the core project team.

21       The core project team members were co-located at CMP’s Augusta Maine office, which  
22       provided the communication and integration necessary to support the project.

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<sup>5</sup> *Id.*

<sup>6</sup> *Id.*

<sup>7</sup> The System Integrator, Deloitte, was the consultant which assisted in delivery of the SmartCare project.

1 Project Management was able to leverage the diversity brought to the team and  
2 effectively integrate the team resources, contrary to the concerns raised by Liberty regarding the  
3 use of such a dispersed team.

4 **IV. MANAGEMENT OF THIRD PARTY RESOURCES**

5 **A. *As claimed by Liberty, was there late vendor performance in developing and***  
6 ***testing their interfaces, which caused SmartCare project delays which in turn led to a***  
7 ***curtailment of planned testing?***

8 No. Liberty was incorrect in its finding. The implementation of the CMP Customer  
9 SmartCare project involved 32 vendors with 124 integration points. Of the 32 vendors, only two  
10 (2) vendors were not completed in Integration Test Cycle 4-- the Meter Data Management  
11 (MDM) system and KUBRA.<sup>8</sup> Key functionalities with these two vendor systems were tested as  
12 early as Integration Test Cycle 3, with complete functionality testing of both MDM and KUBRA  
13 successfully completed in Integration Test Cycle 5.

14 The readiness of the MDM impacted the readiness for a Go-Live date of September 5,  
15 2017. As a result, a recommendation was made and accepted to delay the project Go-Live until  
16 October 30, 2017, to fully test the functionality and interfaces between the two systems. The  
17 upgrade to the MDM was available to the SmartCare project team in the test environment on  
18 September 10, 2017, allowing for Integration Test Cycle 5 testing completion as scheduled.  
19 This delay enabled further testing of not only the MDM to Customer SmartCare functionality,  
20 but also a significant portion of all SmartCare functionality contrary to what is stated in the

---

<sup>8</sup> KUBRA is CMP's Electronic Bill Presentment and Payment Processing vendor.

1      Liberty Report-- “Late vendor performance in developing and testing their interfaces caused  
2      SmartCare project delays, which in turn led to curtailment of planned testing.”<sup>9</sup>  
3              As reported in the Go-Live Readiness Scorecard (Exhibit 1), all 124 vendor integration  
4      points were successfully tested. Additional vendor testing scenarios were included as part of  
5      Integration Test Cycles 4 and 5. Moreover, minimal issues have been encountered with third  
6      party integrations since implementation.

7      **V.      QUALITY ASSURANCE AND MANAGING THE PROJECT SCHEDULE**

8              **A.      *Was there a strong project plan, combined with quality status reporting, in  
9      order to manage the complicated efforts to identify and resolve problems prior to Go-Live?***

10              Yes. Detailed project plans that included quality status reporting were essential  
11      components of the project. The Project Management Office and project leadership used a  
12      detailed work-plan in MS-Project format to monitor task progression, dependencies, pre-  
13      requisites and milestone items. The SmartCare MS Project plan consisted of more than 3,200  
14      tasks to be executed for the completion of the project and tracked all Phases of the project  
15      including Preparation, Blueprint, Build, Testing and Implementation. Exhibit 6 is the project’s  
16      detailed work-plan.

17              The Project Management Office utilized an Excel format view for overall project team  
18      and Executive reporting due to the number of people not familiar with the MS Project tool  
19      access, viewing or capabilities. Contrary to Liberty’s assertion and criticism of the alleged  
20      misuse of Excel by CMP, the Excel format was not intended to track resource allocation or task  
21      dependencies. Rather, it was primarily for visual information only for the 250 resources involved  
22      in the project. MS Project was utilized by the Project Management Office to track resource

---

<sup>9</sup> Liberty Audit Report, p. 64.

1 allocation and task dependencies and otherwise manage the implementation. Exhibit 7 is the  
2 Excel Project Plan View.

3 The Liberty Report discusses the use of HP-ALM as a project management tool. This tool  
4 was utilized to manage the testing process during all test cycles to track and report progress and  
5 to record defects uncovered during testing. Again, Liberty's criticism of CMP's use of HP-ALM  
6 is misplaced. HP-ALM was not utilized as a project management tool.

7 A range of different tools that were best suited for various specific objectives were used  
8 throughout the project life, including:

- 9 • Microsoft Project: Project planning tool;
- 10 • Industry-Print: Industry process model tool that incorporates leading practices for  
11 the processes in scope for SmartCare;
- 12 • SAP Solution Manager: SAP solution to allow to manage configuration across  
13 different environments;
- 14 • Project Management Center: Tool used to support the project management office  
15 with a vision of the project status, issues, risks, action items and changes;
- 16 • Project Estimator: Tool used to estimate custom development effort;
- 17 • HP – ALM: Tool to manage system testing across the different environments;
- 18 • Share-Point: Tool to manage project documentation and deliverables; and
- 19 • GADGET (Software Development lifecycle and funding tracking): Tool to  
20 formally request SW Development work, by Development Object, and manage  
21 the workflow with the Software Factory from Assessment to Functional  
22 Specification to Technical Specification to SWF Testing to Delivery to IT and  
23 Business Testing teams.

25 **B. Please respond to Liberty's contention that CMP's multiple reports produce  
26 conflicting but critical information for executive decision-making?**

27 CMP would not characterize the reports as necessarily conflicting. While certain reports  
28 may have had differing conclusions, the source of the reporting and basis of the analysis was also  
29 not the same. Receiving such contrasted findings actually enhanced the scrutiny of the decision-  
30 makers in evaluating key component readiness and in making any necessary adjustments prior to

1 Go-Live. Throughout the project the following reports were used to communicate status and  
2 perform quality reviews:

- 3 • Steering Committee reports;
- 4 • MS Project Plan used by the Project Management Office;
- 5 • Avangrid Customer SmartCare Weekly Project Summary by Project Management
- 6 Office with sections from the technical and functional leads; and
- 7 • Quarterly Project Quality Assurance Reports by the System Integrator. These are not
- 8 project status reports or intended to be. Rather, they were System Integrator
- 9 independent reviews conducted at various times in the project.

10  
11 The Liberty Report indicates inconsistencies in project status reporting. Project  
12 management throughout the project worked towards communicating the actual status of the  
13 project and working towards applying any necessary corrective actions. The end result was that  
14 project management achieved their goal in that the project went live on the date that the solution  
15 and the users were prepared for it.

16 A quality engagement review process was established by the System's Integrator. The  
17 objective of this effort was to have a voice outside of the project to provide detailed observations  
18 around risk areas and recommended action items. These Quarterly Project Quality Assurance  
19 reports were shared with project leadership in the form of a quality review report.

20 The Liberty Report refers to the February 2017 quality review report and states  
21 discrepancies between the project status report and the quality review report. The Quality review  
22 report dated February 2017 highlighted concerns in preparation to a September 2017 Go-Live.  
23 At the end, after further reviews, deep analysis and corrective actions, September was not the  
24 project Go-Live date. For the metrics highlighted in the Liberty Report, the "Scope" metric was  
25 reported overall under control; however the pricing changes brought additional scope that was  
26 incorporated to the September planned Go-Live. The "Schedule" metric was not directly  
27 reported in the quality review, but there were concerns due to development delays. In response,,

1 this risk was managed by project leadership and testing was completed in time for the actual Go-  
2 Live date in later October 2017. The “Budget” metric was not reported as part of the quality  
3 review.

4 The Liberty Report also refers to the July 2017 quality review report stating further  
5 discrepancies between the project status report and the quality review report. The July 2017  
6 quality review report was prepared with the assumption of a September 2017 Go-Live. As noted  
7 above, after further reviews and evaluations, September was not the actual Go-Live date. The  
8 quality review report highlighted delays in testing which is aligned to what the project  
9 management reported during the same timeframe.

10 The quality review report presented a concern with the readiness to Go-Live in September. This  
11 concern was addressed when the Go-Live date was revised to October 2017.

## 12 **VI. PROJECT READINESS AND MANAGEMENT OF RISK**

13 **A. *Did Management’s decision to go live, as reported to the Steering Committee,***  
***have sufficient detail to determine work still required before go live?***

15 Yes. The Project Management Office (“PMO”) developed Executive Dashboards that  
16 were presented to the Steering Committee monthly and then weekly which tracked a detail level,  
17 the key areas that were required for completion and accuracy for Go-Live. These indicators were  
18 also monitored daily by the PMO. Exhibit 8 is an example of an Executive Dashboard.

19 For each of the indicators above, detailed slides were prepared with the metrics used to  
20 track each of these areas and were presented at each Steering Committee meeting. One example  
21 of the detail metrics for Integration Test Cycle 5 can found in Exhibit 9.  
22 These dashboards were included in formal reports to the Steering Committee at its meetings and  
23 were produced on a weekly basis.

1           The Liberty Report states, “The last weekly status report with substantial detail, October  
2           13, 2017 indicated much work remaining to be done.”<sup>10</sup> Liberty is wrong in its claim. Exhibit  
3           10 is a copy of the October 13, 2017, status report which was provided to Liberty. It states that  
4           the project was on track for Go-Live.

5           Exhibit 11 is the Executive Dashboard from the October 13, 2017 Steering Committee  
6           showing that all key indicators were green. These Steering Committee minutes and dashboards  
7           (with detail) including defect status were provided to Liberty, but were not incorporated into the  
8           Liberty Report.

9           The next Steering Committee meeting was held on October 20, 2017, at which the final  
10          Go-Live Readiness Checklist was presented and approval to begin Cutover was received by the  
11          Steering Committee and documented in the minutes. Cutover began on this date.

12          A Go-Live readiness scorecard was used to measure the readiness of the project to Go-  
13          Live with the system. The scorecard is a leading practice for this type of project as it incorporates  
14          different aspects required for a solution to be ready production ready.

15          The scorecard included metrics divided into the following streams:

- 16           • Training and business readiness. This stream covers training facilitation, attendance, training effectiveness and user & support team readiness.
- 17           • Hardware and Software. Includes defect resolution and backlog, third party integration completion, reporting, batch processing testing, key internal systems integration.
- 18           • Overall cutover preparation. Completion and socialization of cutover plan, completion and socialization of post Go-Live support plan.
- 19           • Testing. Completion of last integration test cycle (ITC-5), stress and performance testing, dress rehearsal completion, bill print, bill parallel.
- 20           • Data. Data conversion success rate and accuracy, data conversion performance, data validation, data reconciliation, documentation of interim business procedures.
- 21           • Overall project readiness. Metric that combines all metrics and provides a recommendation on Go-Live readiness.

22          Exhibit 1 is the Go-Live Readiness Checklist.

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<sup>10</sup> Liberty Audit Report, p. 69.

1           The October 27, 2017 Steering Committee (last meeting before Go-Live) meeting  
2           focused on the status of cutover activities which was in its fifth day of execution. Exhibit 12  
3           shows the status presented to the Steering Committee regarding Cutover execution.

4           As cutover activities were on schedule with no issues, the Steering Committee acknowledged  
5           cutover could proceed toward Go-Live.

6           ***B.       Did Management decision to go live, as reported to the Steering Committee,  
7           have sufficient detail related to defects prior to go live?***

8           A critical component of the Executive Dashboards provided to the Steering Committee  
9           included detail metrics related to Defects. Detailed information on defects is captured in the  
10          software tool HP-ALM and is used for reporting. Prior to Go-Live there were no critical or high  
11          defects which was a Go-Live Readiness milestone. (See Go-Live Readiness Scorecard)

12          The Liberty Report states, “We were provided with inconsistent information about  
13          defects by management.”<sup>11</sup> Reports generated were based on the criteria requested and were  
14          provided pre Go-Live based on testing terminology and criteria. Other reports provided were  
15          Post Go-Live based on business impact terminology and criteria. As a result the information  
16          provided may have been different based on when the information was generated and the purpose  
17          of the reporting. Because Liberty failed to consider the context of the different pieces of  
18          information, they reached an incorrect conclusion.

19           ***C.       Was the tracking of risks/issues well documented?***

20          Yes. The Liberty Report mentions that the project shifted the tool used to manage risks  
21          and issues to HP-ALM and status reports. This is not accurate, as Project Management Center  
22          (“PMC”) was used throughout the project to manage risks and issues. A disciplined approach to

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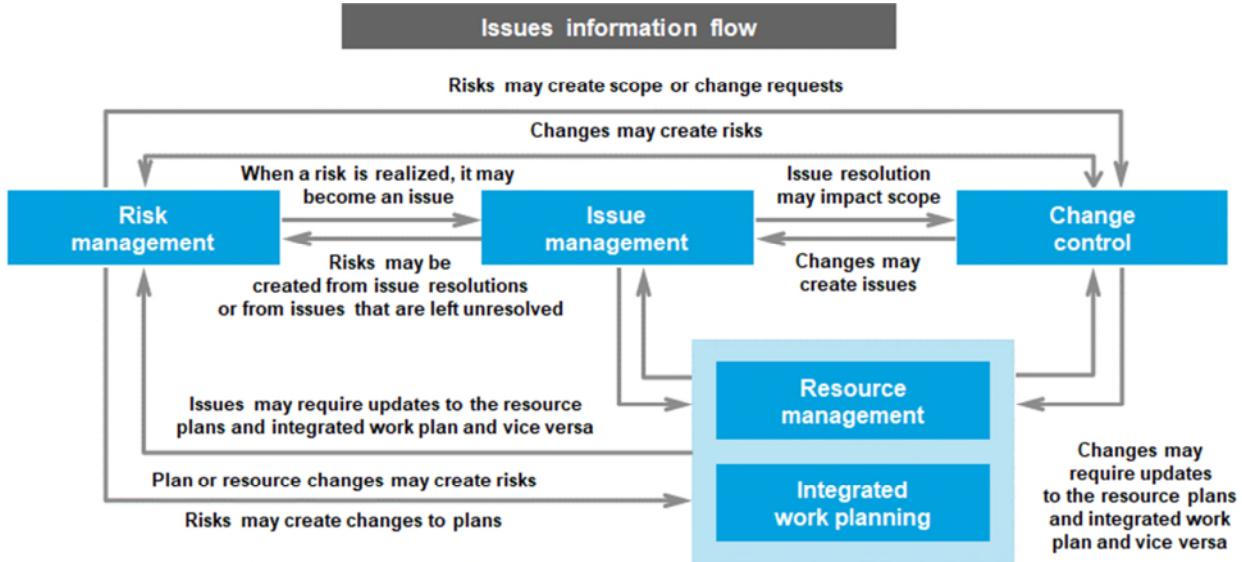
<sup>11</sup> Liberty Audit Report, p. 69.

1 issues and risks was maintained as part of the SmartCare project and it was supported by PMC.

2 The approach is depicted in Figure 13.

3

4



5

6

7 Figure 13

8 Risks and issues were reviewed on a weekly basis by project leadership throughout the

9 project utilizing the project defined platform (PMC). Beginning in September 2017, the risks

10 review was incorporated into the Steering Committee meetings.

11 **D. Was defect reporting adequate?**

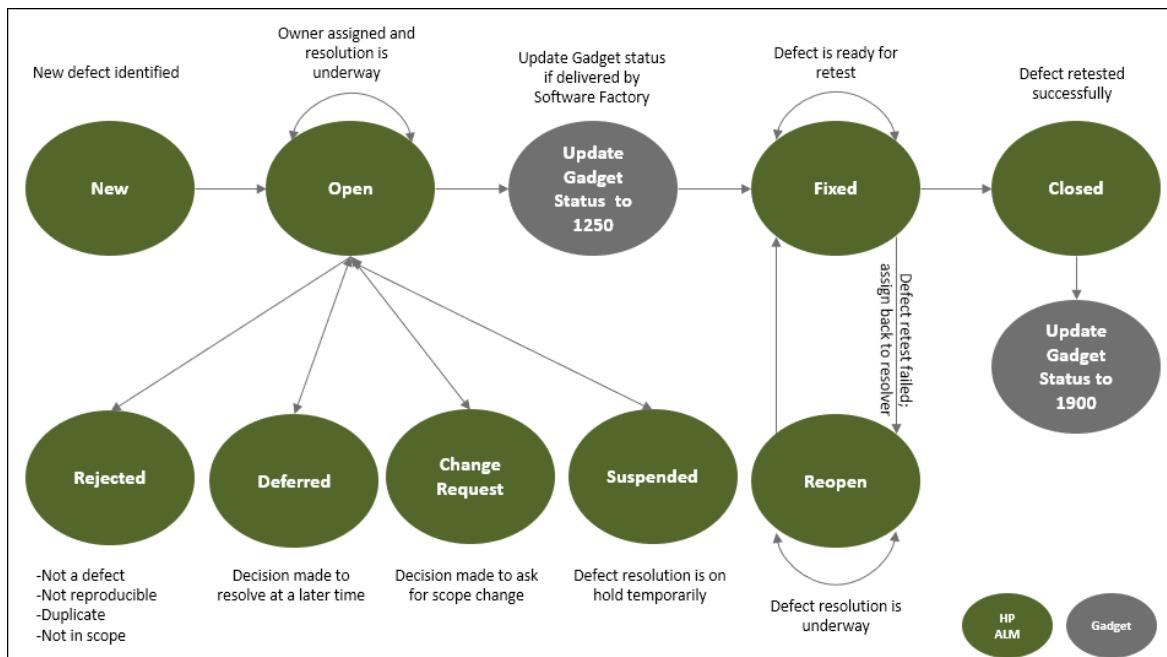
12 Yes. The goals of defect management are to minimize the resolution time for defects by  
13 logging, tracking, and expediting problems as uncovered in testing.

14 The concept of “defect” as managed in the project incorporates system configuration  
15 issues, development object errors, security setup errors, process gaps, training issues/needs etc.

16 Defects were logged in the HP-ALM tool for all the testing cycles. Each defect was  
17 captured with detailed summary and description and assigned to an appropriate resource to fix.

18 Once the defect was fixed it was assigned back to the user who created the defect in HP-ALM to

- 1 perform the unit test of the defect. The defect/change was only moved to the subsequent systems
- 2 after it was tested by the user who logged the defect.
- 3 Figure 14 is the project defect lifecycle used to manage all types of “defects”



- 4 Figure 14
- 5 After test cases were executed, test results were reported and tracked in the HP-ALM
- 6 tool. Exhibit 13 is an example of the Defect Dashboard that was reported daily. Test logs were
- 7 registered, and results reported for each test step and each test scenario. A test result would be
- 8 assigned the value of “pass” when the actual test results matched the expected test results and
- 9 that the test case had successfully fulfilled the requirement. The assigned tester indicated “pass”
- 10 or “fail.”

- 11 Whenever the actual test results differed from the expected test results documented, a
- 12 defect was reported in HP-ALM. After the defect was recorded, it was reviewed, assigned and
- 13 subsequently closed when it was successfully resolved. After a defect was fixed in the
- 14 development environment it was first thoroughly tested by the user in the development

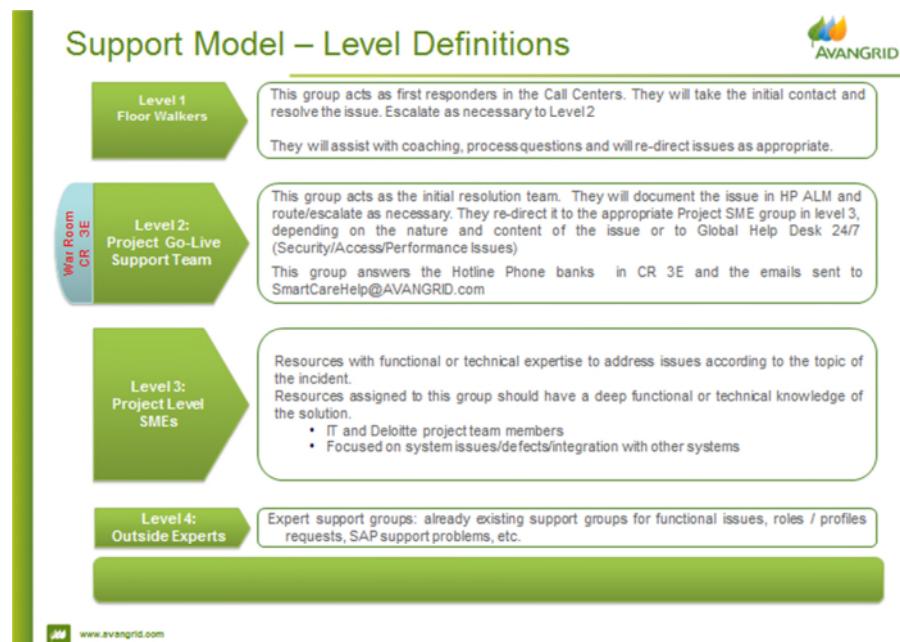
1 environment and the fix was then moved to the quality environment for additional testing along  
2 with other integration test scenarios. Defects created in HP-ALM were tracked based on the  
3 detected by cycle.

4 **VII. POST GO-LIVE PLAN AND MANAGEMENT**

5 **A. *What post Go-Live support was established?***

6 CMP had a definitive plan for post Go-Live support as explained in TLCG-001-179 and  
7 depicted at a high-level below in Figure 15. CMP had specific named resources which supported  
8 all levels of this support plan and were dedicated full-time to that support.

9



10  
11 **Figure 15**

12  
13 The Post Go-Live Plan contained the structure and resources which would provide  
14 support for the three levels of support. Level 1 was dedicated to Call Center and business back  
15 office support and was in the Call Centers both in Maine and Texas; Level 2 was dedicated to

1 answering hot line calls and email questions and was in a closed conference room; Level 3 was  
2 dedicated to detailed analysis of questions, issues, prioritization and resolution.

3 All issues brought to the business support team after the Go-Live were entered into the  
4 HP-ALM. Below was the sequence of steps followed once the issue is logged in HP-ALM:

- 5 1. Business support team user immediately attempts to resolve or assigns it to a  
6 Level 2 category as mentioned above.
- 7 2. War room staff constantly monitors HP-ALM tickets for their team/category  
8 and immediately attempts to resolve or works with a Level 3 or 4 staff to  
9 resolve.
- 10 3. Whichever level support staff takes the ownership (L1, 2 or 3) will document  
11 the status and/or resolution and they directly communicate to the submitter.

12 Business support team and War Room coordinator meetings were held during the AM  
13 and PM hours for daily monitoring

14 The following activities were performed during the AM shift:

- 15 • Monitor system performance metrics;
- 16 • Previous night batch; and
- 17 • Prioritize issues and assign them to Level 3 support team.

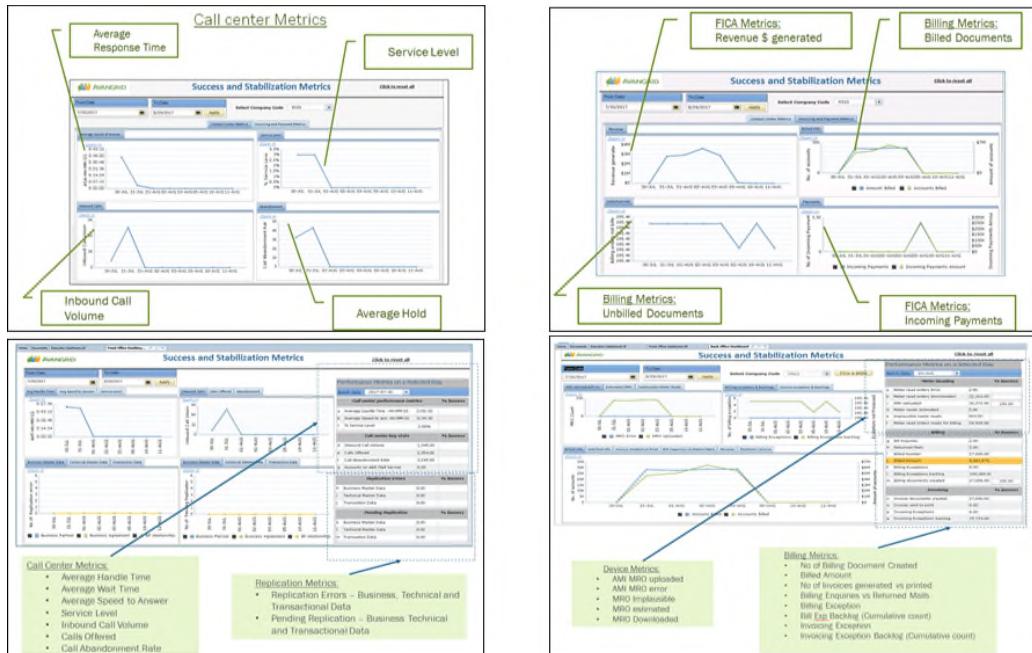
18 During the PM shift following activities were performed:

- 19 • Obtain feedback from the L1/L2 support teams on issues; and
- 20 • Make decisions to proactively assist on tasks to assist in Training,  
21 Communications etc.

22 ***B. Were post Go-Live metrics established and reported?***

23 Yes. CMP tracks approximately 100 KPIs customer service and billing which  
24 encompasses all facets of its operations. These measures are well defined and tracked on daily,  
25 weekly and monthly basis. Measurement of the he KPIs continued after post Go-Live of the  
26 SmartCare project. Additionally, KPIs were built into the system to automatically track  
27 transaction and system performance. A sample of the dashboard is below:

28



1

2

3        **C. Were metrics to track and measure defect closure time established and**

4        **reported?**

5        The Liberty Report states “CMP did not develop metrics to track and measure defect  
 6 closure time.”<sup>12</sup> As stated during the audit interviews and provided in CMP’s response to  
 7 TLCG-001-030, CMP/AVANGRID uses an extremely robust software product called HP-ALM  
 8 which tracks test plans, test cases, test scenarios, test results and open items. Multiple types of  
 9 reporting can be generated from this software product and were generated, reported and  
 10 monitored daily. These reports were analyzed daily and were used for prioritization of items to  
 11 be resolved and resource allocation. Reporting was also done at a detailed level by business  
 12 process area and individual item status. Exhibit 13 is a sample of these daily reports.

13        The Liberty Report states “Inconsistent reporting did not provide the data to determine  
 14 the trend. Sometimes all defects were reported, sometimes only critical and high defects were

<sup>12</sup> Liberty Audit Report, p. 70.

1 reported.”<sup>13</sup> As explained during the Project Manager interviews with Liberty, the software  
2 product HP-ALM utilizes the term “defects” to characterize all items entered into the system.  
3 An item can be a defect, enhancement, maintenance item, security issue, configuration or data  
4 maintenance issue analysis or query and are identified by business process area. Depending on  
5 the data categories and/or business areas requested from HP-ALM, reports could show different  
6 numbers. This, however, is not inconsistent reporting as claimed by Liberty.

7 ***D. Was ongoing support and focus on SmartCare maintained after January 2018,  
8 the post Go-Live Support period? Is there a clear leader accountable and a documented plan  
9 to address the backlog of defects?***

10 CMP has maintained appropriate support for SmartCare and leadership has been and  
11 continues to be focused on resolving any post Go-Live issues. The Liberty Report states, “CIS  
12 implementations typically involve the discovery of unanticipated problems, sometimes numerous  
13 and significant, post Go-Live. Utility industry response to these problems varies from continuous  
14 work across a period of months or years to correct errors and processes to launching a problem  
15 resolution phase within six months of Go-Live. CMP planned a post-Go-Live support effort for  
16 three months, subject to revisit.”<sup>14</sup> CMP did re-revisit the need for ongoing support and as a  
17 result undertook a Phase 2 of SmartCare project which was resourced and funded for the  
18 remainder of 2018. Additional external resources were contracted to provide support for IT,  
19 Billing, and Field Operations.

20 The Liberty Report also states, “We observed no clear leader made accountable or any  
21 documented plan to address the backlog of defects.”<sup>15</sup> During interviews with the SmartCare  
22 implementation Project Managers, no questions were asked related to Phase 2, its scope or

---

<sup>13</sup> Liberty Audit Report, p. 71.

<sup>14</sup> Liberty Audit Report, p. 70.

<sup>15</sup> Liberty Audit Report, p. 71.

1 management. CMP questions what data upon which Liberty based its “observations” in this  
2 regard.

3 The Phase 2 of SmartCare was an approved project for 2018 and was immediately  
4 undertaken at the end of the 90-day post Go-Live support period. A project scope was developed  
5 and approved by the business. There is a Project Lead from IT and the Business. Dedicated  
6 resources were assigned from the Project Management Office, IT, business, the Software Factory  
7 and the System Integrator. SmartCare Phase 2 continued through 2018 to prioritize and manage  
8 defects and enhancements with twice weekly meetings to manage and monitor progress of  
9 development and testing and provides weekly reporting on progress. In this type of  
10 implementation with the size, scope and complexity there are different phases of improvement  
11 required that were not in original scope to provide more features, flexibility and fine tuning of  
12 the system.

13 Based on all the information and evidence provided, the project was executed consistent  
14 with standard project methodology with appropriate sign-off acquired for each phase, each  
15 deliverable including testing cases and training documentation. The Governance model was  
16 followed with the required reporting to various levels of the organization and project team.  
17 The appropriate resources were mobilized according to the Post Go-Live support model with  
18 three levels of support.

19 Areas of focus since Go-Live have been resolution of defects, implementation of  
20 enhancements and billing exception stabilization. Issues identified since Go-Live have been  
21 addressed in a systematic approach by a dedicated team.

22

1       **VIII. CONCLUSION**

2           ***A. Do you have any conclusory comments?***

3       Yes. As described more fully above, CMP carefully, methodically and effectively  
4       implemented its new SmartCare system. The project was well-managed and included detailed  
5       project planning, effective system development, rigorous system testing prior to Go-Live, proper  
6       project staffing, and a definitive plan for post Go-Live support.

7           ***B. Does this conclude your testimony?***

8       Yes, it does.

## Customer SmartCare Go-Live Readiness Checklist

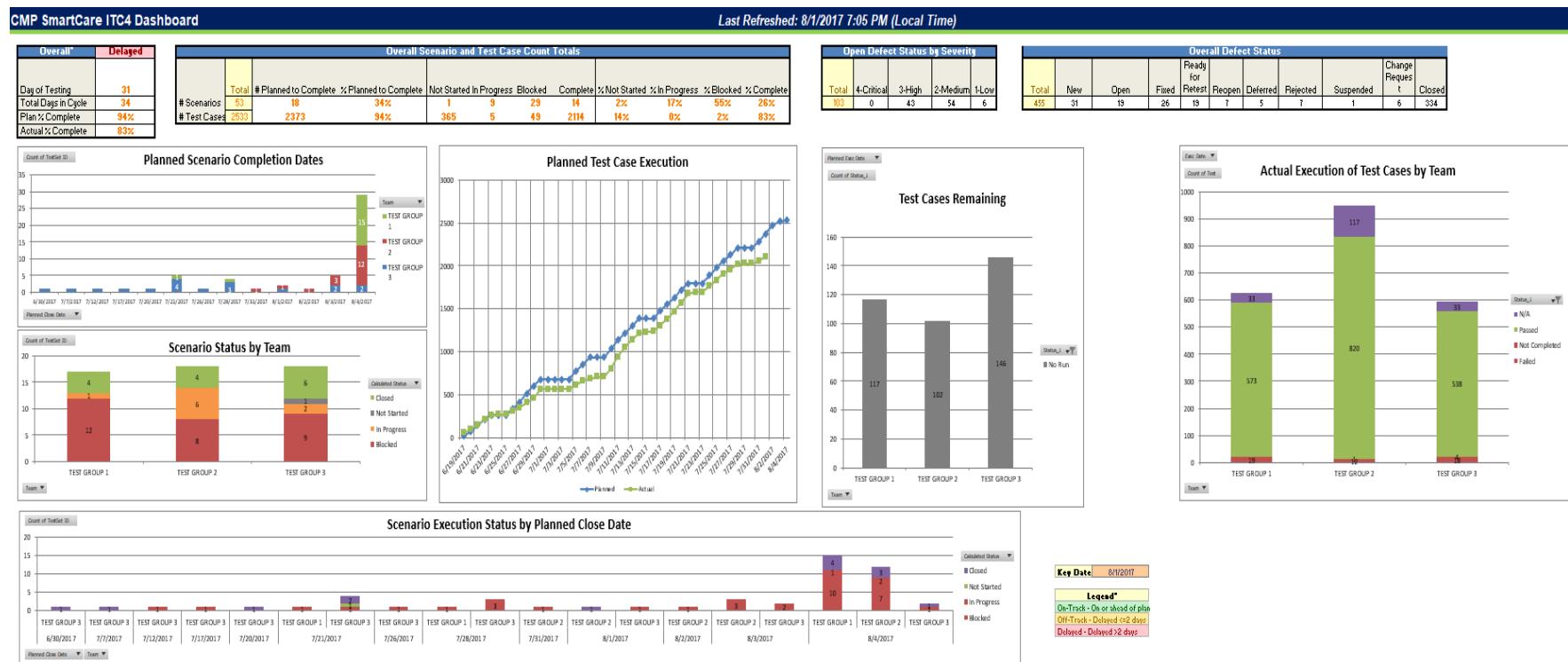
## Go-Live Readiness Checklist

As of 10/19/2017		Customer SmartCare Go-Live Readiness Checklist						
Key Project Success Measure	How Measured?	Go Live Goal	Plan-to-Date	Actual to Date	Status	Trend	Comments	Mitigation
<b>Training &amp; Readiness</b>								
Pre-Go Live End User Phase II of Training Facilitated	Number of Classes Conducted	105	80	79			Phase I of training completed on-time. The project is running a Phase II of reinforcement training with the goal to complete by 10/27	No major risks have been identified for this measure
Training Attendance	Number of end-users trained in SmartCare	740	601	585			Phase I of training completed on-time. The project is running a Phase II of reinforcement training with the goal to complete by 10/27	No major risks have been identified for this measure
Training delivery effectiveness	Survey results	90%	90%	95%			Feedback from end-users has been consistently positive.	No major risks have been identified for this measure
<b>Hardware/Software</b>								
Solution Readiness	No Critical or High open defects, Number of open Medium Defects with agreed workarounds	0 Critical 0 High (non Show stoppers)	0 - Critical 0 - High	0 - Critical 0 - High			0 Open 2 high defects ready for retest 1 high defect fixed	All High defects to be tested and closed by 10/20
Third party integration testing	# of Objects Complete Integration Testing	124 integration points	124	124			All integration points tested	
BW Reports	# of Objects Completed Integration Test	29	20	16			One report are with the business for approval. BW team and SWF working on remaining reports. Report readiness will not impact go live.	Financial reports are complete. Adding additional resources to complete reports. Prioritizing reports for completion.
Batch execution	Complete Critical Path Processing within 12 hours	Yes	Yes	Yes			Continued testing as part of Day One operations	
MDM-SAP Integration	System stable and supporting daily meter reading processes at >98%	>98% Succes rate in meter reads	>98%	>98%			MDM has gone live. Conducted extended testing after go-live.	
<b>Overall Cutover preparation</b>								
Networks Cutover Plan	Completeness and approval of plan	Execution of Dress Rehearsal	Dress Rehearsal completed	Dress Rehearsal completed			Cutover plan continues to be updated based on results from Dress rehearsal	
Post Go-Live support plan	# Roles Defined and KT plan in place	Plan developed and socialized	100%	100%				
<b>Testing</b>								
Integration Testing Cycle 5	# Passed steps	100%	100%	96%			Integration testing cycle 5 has completed with reports pending.	Reports are being tracked in a separate workstream
Stress/Performance Testing	# Passed Cases	25	25	TBD			Performance testing completed September 25th with the execution of 73 scenarios.	
Dress Rehearsal completeness	Steps executed to schedule and sequence	Execute Complete Cutover plan and achieve updates	100%	100%			Dress rehearsal was achieved with a number of lessons learned and updates to the Cutover plan. A delay in the completion was identified, but no major concerns were identified.	No major risks have been identified for this measure
Bill generation and exceptions	Number of scenarios tested and passed and % of OOB bills	604 Passed, 1% and 0.5% of OOB	604 Passed, 1% and 0.5% of OOB	604 Passed, 1% and 0.5% of OOB			Billing testing for rates and bill-print has been completed and signed-off by the business	No major risks have been identified for this measure
Billing Parallel	Accuracy percentage on 7 consecutive billing portions	Achieve 99%+ accuracy across a relevant number of billing cycles	Achieve 99%+ accuracy across a relevant number of billing cycles	Achieve 99%+ accuracy across a relevant number of billing cycles			Billing engine and rates have been tested in detail and results have been signed off by the business	No major risks have been identified for this measure
<b>Data</b>								
Data conversion accuracy / success rate	Number of objects loaded at 99%+	37 objects at 99%+ validated accuracy	37 objects at 99%+ validated accuracy	37 objects at 99%+ validated accuracy			All objects have been signed off by the business	No major risks have been identified for this measure
Data conversion performance	Complete ETL process run in a specific timeline	Conversion fits in 72-80 hour time window	Conversion fits in 72-80 hour time window	Conversion fits in 52-72 hour time window			Process testing has been completed and proven to fit within time window.	No major risks have been identified for this measure
Visual Validation Results	Number of visual validation objects approved	37 objects validated and approved	37 objects validated and approved	37 objects validated and approved			All objects have been signed off by the business	No major risks have been identified for this measure
Automated Data Reconciliation/Validation execution	Number of metrics reconciled at 99%+ accuracy	85 metrics at 99%+	85 metrics at 99%+	85 metrics at 99%+			All objects have been signed off by the business	No major risks have been identified for this measure
Interim Business Process Procedures	Number of procedures identified	100% of IBPs identified documented	100% of IBPs identified documented	100% of IBPs identified documented			Interim business procedures were validated and simulated by the business as part of Dress rehearsal	No major risks have been identified for this measure
<b>Overall Readiness metric</b>								
Overall SmartCare project Readiness to Go-Live	Consolidated factor across metrics	Yes	Yes	Yes			Based on the status of the Go-Live Readiness Criteria, project is ready to begin Cutover	No major risks have been identified for this measure

## Status Criteria

Green	Complete, or at 95%+ of plan
Yellow	85-95% of plan, route to recovery defined
Red	<85% of plan or recovery route unknown

## Exhibit 2 – ITC4 Dashboard

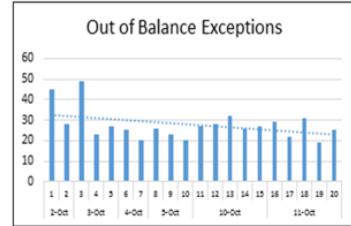
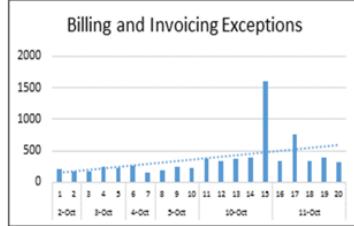
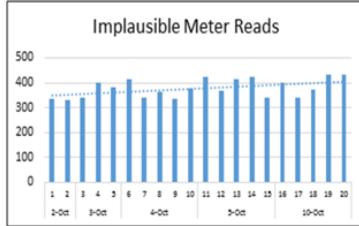


## Exhibit 3 – Parallel Bill Test Results

### Bill Parallel Testing



#### Exceptions Trend



Bill Month	Bill Cycle / Portion	Invoices Created	Invoicing Errors	Invoices Printed	Bill Outsorts	Invoice Outsorts	Diverted / Out of Balance	Invoice%	Out of Balance%
SEPTEMBER	6	28,904	69	28,107	47	4	25	99.8%	0.09%
SEPTEMBER	7	27,674	55	27,153	40	2	20	99.8%	0.07%
SEPTEMBER	8	28,423	47	27,914	38	2	26	99.8%	0.09%
SEPTEMBER	9	30,648	76	29,853	60	8	23	99.8%	0.08%
SEPTEMBER	10	27,023	65	26,282	52	4	20	99.8%	0.07%
SEPTEMBER	11	30,486	47	29,924	63	7	27	99.8%	0.09%
SEPTEMBER	12	29,591	59	29,073	63	2	28	99.8%	0.09%
SEPTEMBER	13	30,654	59	30,090	69	4	32	99.8%	0.10%
SEPTEMBER	14	29,992	57	29,330	66	2	26	99.8%	0.09%
SEPTEMBER	15	29,432	60	28,808	48	4	27	99.8%	0.09%
SEPTEMBER	16	32,157	53	31,559	49	3	29	99.8%	0.09%
SEPTEMBER	17	28,932	43	28,247	50	3	22	99.9%	0.08%
SEPTEMBER	18	30,649	53	29,882	45	2	31	99.8%	0.10%
SEPTEMBER	19	29,902	67	29,162	54	10	19	99.8%	0.06%
SEPTEMBER	20	27,343	61	27,128	46	5	25	99.8%	0.09%

## Exhibit 4 – Conversion Process Data

Migration Object Descriptions			Extracts		Transformation										LOAD									
Gr	FRICE ID	Conversion Object	Area	Extraction Counts		Extract Timing		No of records	Filter	Addition in Transformatic	Actual Required Data - N	No. of records Load	No of records	Pass %	Fail %	Enriched Record count	Transform Email Output	Duration- M	Total Record in input Load file	No. of records Load Pass	No of records Load Fail	DR Pass %age	DR Fail %age	Load Run time (mins)
				Stage	Criter	Criteria	Actual																	
Not Applicable at transformation																								
1	CRMB_DM_C_015	Global Functional Locations	DM	493		0		493	0	0	493	0	100.00	0.00	493	493	5	759,140	759,140	0	100.000	0.000	150	
1	CRMB_DM_C_020	Data	DM	493		479		479	0	24	503	503	0	100.00	0.00	503	359	5	359	0	100.000	0.000	1	
1	CRMB_DM_C_035	Data	DM	479		479		479	0	0	630071	630071	0	100.00	0.00	630,071	76,578	5	76,578	0	100.000	0.000	5	
1	CRMB_DM_C_013	Data	DM	630071		630071		630071	0	0	630071	630071	0	100.00	0.00	630,071	537,078	20	537,078	0	100.000	0.000	40	
1	CRMB_DM_C_032	Connection Object	DM	630071		630072		630072	0	0	630072	630072	0	100.00	0.00	630,072	537,078	20	537,078	0	100.000	0.000	40	
1	CRMB_DM_C_005	Premise	DM	630071		630071		630071	0	0	630071	630071	0	100.00	0.00	630,071	630,071	5	630,071	0	100.000	0.000	20	
2	CRMB_DM_C_018	Device Location	DM	651355		651355		651355	0	0	651355	651355	0	100.00	0.00	651,355	641,215	10	641,215	0	100.000	0.000	50	
2	CRMB_DM_C_018	Notes to Device Location	DM	641215		1277489		1277489	0	0	1277489	1277489	0	100.00	0.00	1,277,489	636,881	10	636,881	0	100.000	0.000	8	
2	CRMB_DM_C_033	Distributor	DM	639662		7504		639662	0	0	632158	632158	0	100.00	0.00	632,158	632,158	20	632,148	0	100.000	0.000	25	
2	CRMB_DM_C_033	Utility Installation- Supplier	DM	639662		7504		639662	0	0	632158	632158	0	100.00	0.00	632,158	632,148	20	632,148	0	100.000	0.000	50	
3	CRMB_DM_C_012	IS-U Device (Meter)	DM	671104		2014		671104	0	0	669090	669086	4	100.00	0.00	669,086	669,086	50	669,086	0	100.000	0.000	30	
3	CRMB_DM_C_012	IS-U Device (CTPT)	DM	23886-CT		3572-VT		28919	86	0	28833	28833	0	100.00	0.00	28,833	28,804	10	28,804	0	100.000	0.000	25	
3	CRMB_DM_C_023	Device Groups	DM	6042		6042		6042	0	0	6042	6042	0	100.00	0.00	6,042	1,299	5	1,299	0	100.000	0.000	1	
3	CRMB_DM_C_019	Street Routes	DM	641249		641249		641249	0	0	641246	641246	3	100.00	0.00	641,246	1,975	15	1,975	1	99.949	0.051	5	
4	CRMB_CS_C_001	Business Partner	CS	720980-TMP		1223713		1223713	0	0	1223713	1223713	0	100.00	0.00	1,223,713	935,235	120	935,235	0	100.000	0.000	180	
4	CRMB_CS_C_002	Partner Relationship	CS	319278- AP		342784		342784	680	0	342104	342104	0	100.00	0.00	342,104	309,035	5	309,035	0	100.000	0.000	15	
4	CRMB_FICA_C_025	Contract Account - Collective	FICA	732215		399		399	1	0	398	398	0	100.00	0.00	398	398	10	398	0	100.000	0.000	1	
4	CRMB_FICA_C_025	Contract Account - Regular	FICA	731816		11526		731816	11526	0	720290	720290	0	100.00	0.00	720,290	720,290	15	720290	0	100.000	0.000	25	
4	CRMB_CS_C_022	BP Contact	CS	1328540		3844712		1328540	0	0	1328540	1328540	0	100.00	0.00	1,328,540	1,328,540	10	1,328,540	96	99.993	0.007	20	
4	CRMB_CS_C_022	BP Contact Notes	CS	3844712		3844712		3844712	0	0	3844712	3844712	0	100.00	0.00	3,844,712	491,133	10	491,133	97	99.980	0.020	2	
4	CRMB_CS_C_022	BP Contact- DNP	CS	43935		43935		43935	0	0	43935	43935	0	100.00	0.00	43,935	43,869	10	43,869	0	100.000	0.000	5	
4	CRMB_CS_C_022	BP Contact- DNP Notes	CS	41794		41794		41794	0	0	41794	41794	0	100.00	0.00	41,794	41,737	10	41,737	0	100.000	0.000	2	
4	CRMB_CS_C_015	Property	CS	154556		154556		154556	0	0	154556	154556	0	100.00	0.00	154,556	154,556	10	154,556	0	100.000	0.000	30	
4	CRMB_CS_C_004	Move-in - Distributor	CS	633352		633311		633352	817	0	632494	632494	0	100.00	0.00	632,494	625,324	45	625,324	0	100.000	0.000	140	
4	CRMB_CS_C_004	Move-in - Supplier	CS	633352		633311		633352	817	0	632494	632494	0	100.00	0.00	632,494	625,324	45	625,324	0	100.000	0.000	140	
5	CRMB_BILL_C_014	Facts - Distributor - Metered	BILL	37322		20255592		1306327	5062060	24011325	24011325	0	100.00	0.00	24011325	623,660	0	623,660	0	100.000	0.000	20		
5	CRMB_BILL_C_014	UnMetered	BILL	626077		20255592		1306327	5062060	24011325	24011325	0	100.00	0.00	24011325	6,026	0	6,026	0	100.000	0.000	1		
5	CRMB_BILL_C_014	Facts - Supplier - Metered	BILL	626077		20256188		1203797	5067112	24119503	24119503	0	100.00	0.00	24119503	623,744	2	623,744	2	100.000	0.000	20		
5	CRMB_BILL_C_014	Facts - Supplier - UnMetered	BILL	639663		20256188		1203797	5067112	24119503	24119503	0	100.00	0.00	24119503	5,700	0	5,700	0	100.000	0.000	1		
5	CRMB_BILL_C_027	Distributor	BILL	628209		67428		67428	298	0	67130	67130	0	100.00	0.00	67130	5,981	45	5,981	0	100.000	0.000	5	
5	CRMB_BILL_C_027	Reference Values - Supplier	BILL	67428		67428		67428	5503	0	61925	61925	0	100.00	0.00	61925	5,976	45	5,976	0	100.000	0.000	5	
6	CRMB_DM_C_026	Device Installation (Technical CT/PT)	DM	24249		24249		24249	0	0	24249	24249	0	100.00	0.00	24,249	8,034	10	8034	0	100.000	0.000	10	
6	CRMB_DM_C_026	Device Installation (Technical Meters)	DM	691080		691080		691080	0	448	691528	691528	0	100.00	0.00	691,528	641,215	10	641,215	47	99.993	0.007	120	
6	CRMB_BILL_C_007	BILL Installation - distributor	BILL	691080		93		691080	93	448	691435	691435	0	100.00	0.00	691,435	641,198	15	641,198	47	99.993	0.007	70	

## Exhibit 5 – Dress Rehearsal timeline

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
0	 	<b>Realization plan 5_05_2017</b>	<b>268,044 hrs</b>	<b>100%</b>	<b>578 days?</b>	<b>11/16/15 8:00 AM</b>	<b>1/26/18 5:00 PM</b>				
1		<b>1 SAP CRM&amp;B Implementation</b>	<b>268,044 hrs</b>	<b>100%</b>	<b>534 days?</b>	<b>11/16/15 8:00 AM</b>	<b>11/27/17 5:00 PM</b>				
2		1.1 PROJECT PREP START	8 hrs	100%	1 day	11/16/15 8:00 AM	11/16/15 5:00 PM		14,16,2864,2	Sridhar	PMO
3		1.2 PROJECT PREP END	8 hrs	100%	1 day	12/31/15 8:00 AM	12/31/15 5:00 PM		4,28,652FS+	Sridhar	PMO
4		1.3 BUSINESS BLUEPRINT START	8 hrs	100%	1 day	1/1/16 8:00 AM	1/1/16 5:00 PM	3		Sridhar	PMO
5		1.4 BUSINESS BLUEPRINT END	8 hrs	100%	1 day	4/29/16 8:00 AM	4/29/16 5:00 PM		6,790,793,79	Sridhar	PMO
6		1.5 REALIZATION START	8 hrs	100%	1 day	5/2/16 8:00 AM	5/2/16 5:00 PM	5		Sridhar	PMO
7		1.6 REALIZATION END	8 hrs	100%	1 day	10/31/16 8:00 AM	10/31/16 5:00 PM		8	Sridhar	PMO
8		1.7 TESTING AND VALIDATION START	8 hrs	100%	1 day	10/24/16 8:00 AM	11/1/16 11:12 AM	7		Sridhar	PMO
9		1.8 TESTING AND VALIDATION END	8 hrs	100%	1 day	2/28/17 8:00 AM	2/28/17 5:00 PM		10	Sridhar	PMO
10		1.9 IMPLEMENTATION START	8 hrs	100%	1 day	3/1/17 8:00 AM	3/1/17 5:00 PM	9		Sridhar	PMO
11		<b>1.10 IMPLEMENTATION END</b>	<b>8 hrs</b>	<b>100%</b>	<b>1 day</b>	<b>6/25/17 8:00 AM</b>	<b>6/25/17 5:00 PM</b>			<b>Sridhar</b>	<b>PMO</b>
12		1.11 POST GO LIVE SUPPORT START	8 hrs	100%	1 day	10/30/17 8:00 AM	10/30/17 5:00 PM			Sridhar	PMO
13		1.12 POST GO LIVE SUPPORT END	8 hrs	100%	1 day	1/26/18 8:00 AM	1/26/18 5:00 PM			Sridhar	PMO
14		1.13 Project Prep	536 hrs	100%	23 days	11/16/15 8:00 AM	12/16/15 5:00 PM	2			
15		1.13.1 Project Management	352 hrs	100%	22 days	11/16/15 8:00 AM	12/15/15 5:00 PM				
16		1.13.1.1 Plan	352 hrs	100%	22 days	11/16/15 8:00 AM	12/15/15 5:00 PM	2			
17		1.13.1.1.1 Project Charter	88 hrs	100%	11 days	11/16/15 8:00 AM	11/30/15 5:00 PM		19,21,23,26,1		
18		1.13.1.1.1.1 Develop Project Charter	88 hrs	100%	11 days	11/16/15 8:00 AM	11/30/15 5:00 PM			Sridhar	PMO
19		<b>1.13.1.1.2 Implementation Plan</b>	<b>88 hrs</b>	<b>100%</b>	<b>11 days</b>	<b>12/1/15 8:00 AM</b>	<b>12/15/15 5:00 PM</b>	17			
20		1.13.1.1.2.1 Develop Work Plan	88 hrs	100%	11 days	12/1/15 8:00 AM	12/15/15 5:00 PM			Sridhar	PMO
21		<b>1.13.1.1.3 Deliverable Acceptance Criteria</b>	<b>88 hrs</b>	<b>100%</b>	<b>11 days</b>	<b>12/1/15 8:00 AM</b>	<b>12/15/15 5:00 PM</b>	17			
22		1.13.1.1.3.1 Develop deliverable and work product acceptance criteria	88 hrs	100%	11 days	12/1/15 8:00 AM	12/15/15 5:00 PM			Sridhar	PMO
23		<b>1.13.1.1.4 Project Team Preparation and Training</b>	<b>88 hrs</b>	<b>100%</b>	<b>11 days</b>	<b>12/1/15 8:00 AM</b>	<b>12/15/15 5:00 PM</b>	17			
24		1.13.1.1.4.1 Develop Project Team Preparation and Training	88 hrs	100%	11 days	12/1/15 8:00 AM	12/15/15 5:00 PM			Rachel.Greni	PMO
25		<b>1.13.2 Process and Application</b>	<b>184 hrs</b>	<b>100%</b>	<b>23 days</b>	<b>11/16/15 8:00 AM</b>	<b>12/16/15 5:00 PM</b>				
26		<b>1.13.2.1 Process Scope Statement</b>	<b>184 hrs</b>	<b>100%</b>	<b>23 days</b>	<b>11/16/15 8:00 AM</b>	<b>12/16/15 5:00 PM</b>	17			
27		1.13.2.1.1 Develop Process Scope Statement	184 hrs	100%	23 days	11/16/15 8:00 AM	12/16/15 5:00 PM			Hmenon	PMO
28		<b>1.14 Business Blueprint</b>	<b>33,148 hrs</b>	<b>100%</b>	<b>86 days?</b>	<b>1/1/16 8:00 AM</b>	<b>4/29/16 5:00 PM</b>	3			
29		<b>1.14.1 Project Management</b>	<b>4,704 hrs</b>	<b>100%</b>	<b>85 days</b>	<b>1/4/16 8:00 AM</b>	<b>4/29/16 5:00 PM</b>				
30		<b>1.14.1.1 Manage - January</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>1/4/16 8:00 AM</b>	<b>1/29/16 5:00 PM</b>				
31		1.14.1.1.1 Manage Work Plan	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		39	Sridhar	PMO
32		1.14.1.1.2 Manage Risks	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		40	Sridhar	PMO
33		1.14.1.1.3 Manage Action Items	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		41	Sridhar	PMO
34		1.14.1.1.4 Manage Change Requests	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		42	Sridhar	PMO
35		1.14.1.1.5 Manage Project Status	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		43	Sridhar	PMO
36		1.14.1.1.6 Manage Budget	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		44	Sridhar	PMO
37		1.14.1.1.7 Perform Deliverable Acceptance	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM		45	Sridhar	PMO
38		<b>1.14.1.2 Manage - February</b>	<b>1,176 hrs</b>	<b>100%</b>	<b>21 days</b>	<b>2/1/16 8:00 AM</b>	<b>2/29/16 5:00 PM</b>				
39		1.14.1.2.1 Manage Work Plan	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	31	47	Sridhar	PMO
40		1.14.1.2.2 Manage Risks	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	32	48	Sridhar	PMO

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
41	✓	1.14.1.2.3 Manage Action Items	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	33	49	Ssrividhar	PMO
42	✓	1.14.1.2.4 Manage Change Requests	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	34	50	Ssrividhar	PMO
43	✓	1.14.1.2.5 Manage Project Status	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	35	51	Ssrividhar	PMO
44	✓	1.14.1.2.6 Manage Budget	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	36	52	Ssrividhar	PMO
45	✓	1.14.1.2.7 Perform Deliverable Acceptance	168 hrs	100%	21 days	2/1/16 8:00 AM	2/29/16 5:00 PM	37	53	Ssrividhar	PMO
46	✓	<b>1.14.1.3 Manage - March</b>	<b>1,232 hrs</b>	<b>100%</b>	<b>22 days</b>	<b>3/1/16 8:00 AM</b>	<b>3/30/16 5:00 PM</b>				
47	✓	1.14.1.3.1 Manage Work Plan	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	39	55	Ssrividhar	PMO
48	✓	1.14.1.3.2 Manage Risks	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	40	56	Ssrividhar	PMO
49	✓	1.14.1.3.3 Manage Action Items	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	41	57	Ssrividhar	PMO
50	✓	1.14.1.3.4 Manage Change Requests	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	42	58	Ssrividhar	PMO
51	✓	1.14.1.3.5 Manage Project Status	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	43	59	Ssrividhar	PMO
52	✓	1.14.1.3.6 Manage Budget	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	44	60	Ssrividhar	PMO
53	✓	1.14.1.3.7 Perform Deliverable Acceptance	176 hrs	100%	22 days	3/1/16 8:00 AM	3/30/16 5:00 PM	45	61	Ssrividhar	PMO
54	✓	<b>1.14.1.4 Manage - April</b>	<b>1,176 hrs</b>	<b>100%</b>	<b>21 days</b>	<b>4/1/16 8:00 AM</b>	<b>4/29/16 5:00 PM</b>				
55	✓	1.14.1.4.1 Manage Work Plan	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	47		Ssrividhar	PMO
56	✓	1.14.1.4.2 Manage Risks	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	48		Ssrividhar	PMO
57	✓	1.14.1.4.3 Manage Action Items	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	49		Ssrividhar	PMO
58	✓	1.14.1.4.4 Manage Change Requests	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	50		Ssrividhar	PMO
59	✓	1.14.1.4.5 Manage Project Status	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	51		Ssrividhar	PMO
60	✓	1.14.1.4.6 Manage Budget	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	52		Ssrividhar	PMO
61	✓	1.14.1.4.7 Perform Deliverable Acceptance	168 hrs	100%	21 days	4/1/16 8:00 AM	4/29/16 5:00 PM	53		Ssrividhar	PMO
62	✓	<b>1.14.2 Process and Application</b>	<b>9,756 hrs</b>	<b>100%</b>	<b>69 days?</b>	<b>1/4/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
63	✓	<b>1.14.2.1 Business Process Management</b>	<b>9,756 hrs</b>	<b>100%</b>	<b>69 days?</b>	<b>1/4/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
64	✓	<b>1.14.2.1.1 Blueprint Workshops</b>	<b>1,520 hrs</b>	<b>100%</b>	<b>56.5 days?</b>	<b>1/4/16 8:00 AM</b>	<b>3/22/16 12:00 PM</b>				
65	✓	1.14.2.1.1.1 Blueprint workshops - Kickoff	4 hrs	100%	0.5 days	1/4/16 8:00 AM	1/4/16 12:00 PM			Hmenon	INT
66	✓	1.14.2.1.1.2 Multi Channel Function Overview	4 hrs	100%	0.5 days	1/5/16 8:00 AM	1/5/16 12:00 PM	3FS+2 days		Hmenon	INT
67	✓	<b>1.14.2.1.1.3 General Workshops</b>	<b>56 hrs</b>	<b>100%</b>	<b>8.5 days?</b>	<b>1/4/16 8:00 AM</b>	<b>1/14/16 12:00 PM</b>				
68	✓	<b>1.14.2.1.1.3.1 Gen-01: CRM&amp;B Data Model Overview</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/4/16 8:00 AM</b>	<b>1/7/16 12:00 PM</b>				
69	✓	1.14.2.1.1.3.1.1 Prepare Workshop: Gen-01: CRM&B Data Model Overview	16 hrs	100%	2 days	1/4/16 8:00 AM	1/5/16 5:00 PM		70	Hmenon	INT
70	✓	1.14.2.1.1.3.1.2 Conduct Workshop: Gen-01: CRM&B Data Model Overview	4 hrs	100%	0.5 days	1/6/16 8:00 AM	1/6/16 12:00 PM	69	71	Hmenon	INT
71	✓	1.14.2.1.1.3.1.3 Close Workshop: Gen-01: CRM&B Data Model Overview	8 hrs	100%	1 day?	1/6/16 1:00 PM	1/7/16 12:00 PM	70		Hmenon	INT
72	✓	<b>1.14.2.1.1.3.2 Gen-02: CRM&amp;B Data Model Finalization</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/11/16 8:00 AM</b>	<b>1/14/16 12:00 PM</b>				
73	✓	1.14.2.1.1.3.2.1 Prepare Workshop: Gen-02: CRM&B Data Model Finalization	16 hrs	100%	2 days	1/11/16 8:00 AM	1/12/16 5:00 PM		74	Hmenon	INT
74	✓	1.14.2.1.1.3.2.2 Conduct Workshop: Gen-02: CRM&B Data Model Finalization	4 hrs	100%	0.5 days	1/13/16 8:00 AM	1/13/16 12:00 PM	73	75	Hmenon	INT
75	✓	1.14.2.1.1.3.2.3 Close Workshop: Gen-02: CRM&B Data Model Finalization	8 hrs	100%	1 day?	1/13/16 1:00 PM	1/14/16 12:00 PM	74		Hmenon	INT
76	✓	<b>1.14.2.1.1.4 Technology and Development Workshops</b>	<b>84 hrs</b>	<b>100%</b>	<b>17.5 days?</b>	<b>1/12/16 8:00 AM</b>	<b>2/4/16 12:00 PM</b>				
77	✓	<b>1.14.2.1.1.4.1 TEC-01: Technology Plan</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/12/16 8:00 AM</b>	<b>1/15/16 12:00 PM</b>				
78	✓	1.14.2.1.1.4.1.1 TEC-01: Technology Plan: Prepare W	16 hrs	100%	2 days	1/12/16 8:00 AM	1/13/16 5:00 PM		79	jachakravarth	INFRA

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
79	✓	1.14.2.1.1.4.1.2 TEC-01: Technology Plan: Conduct V	4 hrs	100%	0.5 days	1/14/16 8:00 AM	1/14/16 12:00 PM	78	80	jachakravarth	INFRA
80	✓	1.14.2.1.1.4.1.3 TEC-01: Technology Plan: Close Wo	8 hrs	100%	1 day?	1/14/16 1:00 PM	1/15/16 12:00 PM	79		jachakravarth	INFRA
81	✓	<b>1.14.2.1.1.4.2 CON-01: Conversion Strategy</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/25/16 8:00 AM</b>	<b>1/28/16 12:00 PM</b>				
82	✓	1.14.2.1.1.4.2.1 CON-01: Conversion Strategy: Prepare Workshop	16 hrs	100%	2 days	1/25/16 8:00 AM	1/26/16 5:00 PM		83	Hst	DATA
83	✓	1.14.2.1.1.4.2.2 CON-01: Conversion Strategy: Conduct Workshop	4 hrs	100%	0.5 days	1/27/16 8:00 AM	1/27/16 12:00 PM	82	84	Hst	DATA
84	✓	1.14.2.1.1.4.2.3 CON-01: Conversion Strategy: Close	8 hrs	100%	1 day?	1/27/16 1:00 PM	1/28/16 12:00 PM	83		Hst	DATA
85	✓	<b>1.14.2.1.1.4.3 CON-02: Conversion Cleansing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/1/16 8:00 AM</b>	<b>2/4/16 12:00 PM</b>				
86	✓	1.14.2.1.1.4.3.1 CON-02: Conversion Cleansing: Prepare Workshop	16 hrs	100%	2 days	2/1/16 8:00 AM	2/2/16 5:00 PM		87	Hst	DATA
87	✓	1.14.2.1.1.4.3.2 CON-02: Conversion Cleansing: Conduct Workshop	4 hrs	100%	0.5 days	2/3/16 8:00 AM	2/3/16 12:00 PM	86	88	Hst	DATA
88	✓	1.14.2.1.1.4.3.3 CON-02: Conversion Cleansing: Close Workshop	8 hrs	100%	1 day?	2/3/16 1:00 PM	2/4/16 12:00 PM	87		Hst	DATA
89	✓	<b>1.14.2.1.1.5 Security</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/21/16 8:00 AM</b>	<b>1/26/16 12:00 PM</b>				
90	✓	<b>1.14.2.1.1.5.1 SC-01: Security Strategy</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/21/16 8:00 AM</b>	<b>1/26/16 12:00 PM</b>				
91	✓	1.14.2.1.1.5.1.1 SC-01: Security Strategy : Prepare W	16 hrs	100%	2 days	1/21/16 8:00 AM	1/22/16 5:00 PM		92	Rdulam	SEC
92	✓	1.14.2.1.1.5.1.2 SC-01: Security Strategy : Conduct W	4 hrs	100%	0.5 days	1/25/16 8:00 AM	1/25/16 12:00 PM	91	93	Rdulam	SEC
93	✓	1.14.2.1.1.5.1.3 SC-01: Security Strategy : Close Wor	8 hrs	100%	1 day?	1/25/16 1:00 PM	1/26/16 12:00 PM	92		Rdulam	SEC
94	✓	<b>1.14.2.1.1.6 Billing Workshops</b>	<b>252 hrs</b>	<b>100%</b>	<b>45.5 days?</b>	<b>1/15/16 8:00 AM</b>	<b>3/18/16 12:00 PM</b>				
95	✓	<b>1.14.2.1.1.6.1 BL-01: Billing - Rate Creation &amp; Mainten</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/15/16 8:00 AM</b>	<b>1/20/16 12:00 PM</b>		323		
96	✓	1.14.2.1.1.6.1.1 BL-01: Billing - Rate Creation & Maintenance: Prepare Workshop	16 hrs	100%	2 days	1/15/16 8:00 AM	1/18/16 5:00 PM		97	igrau	BIL
97	✓	1.14.2.1.1.6.1.2 BL-01: Billing - Rate Creation & Maintenance: Conduct Workshop	4 hrs	100%	0.5 days	1/19/16 8:00 AM	1/19/16 12:00 PM	96	98,393,398	igrau	BIL
98	✓	1.14.2.1.1.6.1.3 BL-01: Billing - Rate Creation & Maintenance: Close Workshop	8 hrs	100%	1 day?	1/19/16 1:00 PM	1/20/16 12:00 PM	97		igrau	BIL
99	✓	<b>1.14.2.1.1.6.2 BL-02: Billing &amp; Invoice Processing for Consumption Billing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/22/16 8:00 AM</b>	<b>1/27/16 12:00 PM</b>		323		
100	✓	1.14.2.1.1.6.2.1 BL-02: Billing & Invoice Processing for Consumption Billing: Prepare Workshop	16 hrs	100%	2 days	1/22/16 8:00 AM	1/25/16 5:00 PM		101	igrau	BIL
101	✓	1.14.2.1.1.6.2.2 BL-02: Billing & Invoice Processing for Consumption Billing: Conduct Workshop	4 hrs	100%	0.5 days	1/26/16 8:00 AM	1/26/16 12:00 PM	100	102	igrau	BIL
102	✓	1.14.2.1.1.6.2.3 BL-02: Billing & Invoice Processing for Consumption Billing: Close Workshop	8 hrs	100%	1 day?	1/26/16 1:00 PM	1/27/16 12:00 PM	101		igrau	BIL
103	✓	<b>1.14.2.1.1.6.3 BL-03: Billing - Flat Rates, Fixed Consumption &amp; Lighting</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/26/16 8:00 AM</b>	<b>1/29/16 12:00 PM</b>		323		
104	✓	1.14.2.1.1.6.3.1 BL-03: Billing - Flat Rates, Fixed Consumption & Lighting: Prepare Workshop	16 hrs	100%	2 days	1/26/16 8:00 AM	1/27/16 5:00 PM		105	igrau	BIL
105	✓	1.14.2.1.1.6.3.2 BL-03: Billing - Flat Rates, Fixed Consumption & Lighting: Conduct Workshop	4 hrs	100%	0.5 days	1/28/16 8:00 AM	1/28/16 12:00 PM	104	106	igrau	BIL
106	✓	1.14.2.1.1.6.3.3 BL-03: Billing - Flat Rates, Fixed Consumption & Lighting: Close Workshop	8 hrs	100%	1 day?	1/28/16 1:00 PM	1/29/16 12:00 PM	105		igrau	BIL
107	✓	<b>1.14.2.1.1.6.4 BL-04: Billing &amp; Invoice Processing for Non-Consumption Billing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/12/16 8:00 AM</b>	<b>2/17/16 12:00 PM</b>		408		
108	✓	1.14.2.1.1.6.4.1 BL-04: Billing & Invoice Processing for Non-Consumption Billing: Prepare Workshop	16 hrs	100%	2 days	2/12/16 8:00 AM	2/15/16 5:00 PM		109	igrau	BIL

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
109	✓	1.14.2.1.1.6.4.2 BL-04: Billing & Invoice Processing for Non-Consumption Billing: Conduct Workshop	4 hrs	100%	0.5 days	2/16/16 8:00 AM	2/16/16 12:00 PM	108	110	igrau	BIL	
110	✓	1.14.2.1.1.6.4.3 BL-04: Billing & Invoice Processing for Non-Consumption Billing Close Workshop	8 hrs	100%	1 day?	2/16/16 1:00 PM	2/17/16 12:00 PM	109		igrau	BIL	
111	✓	<b>1.14.2.1.1.6.5 BL-05: Billing &amp; Invoicing - Manage exceptions (Outsorts, Reverse / Re-Bill)</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/16/16 8:00 AM</b>	<b>2/19/16 12:00 PM</b>		<b>383</b>			
112	✓	1.14.2.1.1.6.5.1 BL-05: Billing & Invoicing - Manage exceptions (Outsorts, Reverse / Re-Bill): Prepare Workshop	16 hrs	100%	2 days	2/16/16 8:00 AM	2/17/16 5:00 PM		113	igrau	BIL	
113	✓	1.14.2.1.1.6.5.2 BL-05: Billing & Invoicing - Manage exceptions (Outsorts, Reverse / Re-Bill): Conduct Workshop	4 hrs	100%	0.5 days	2/18/16 8:00 AM	2/18/16 12:00 PM	112	114	igrau	BIL	
114	✓	1.14.2.1.1.6.5.3 BL-05: Billing & Invoicing - Manage exceptions (Outsorts, Reverse / Re-Bill): Close	8 hrs	100%	1 day?	2/18/16 1:00 PM	2/19/16 12:00 PM	113		igrau	BIL	
115	✓	<b>1.14.2.1.1.6.6 BL-06: Budget Billing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/19/16 8:00 AM</b>	<b>2/24/16 12:00 PM</b>					
116	✓	1.14.2.1.1.6.6.1 BL-06: Budget Billing: Prepare Works	16 hrs	100%	2 days	2/19/16 8:00 AM	2/22/16 5:00 PM		117	igrau	BIL	
117	✓	1.14.2.1.1.6.6.2 BL-06: Budget Billing: Conduct Works	4 hrs	100%	0.5 days	2/23/16 8:00 AM	2/23/16 12:00 PM	116	118	igrau	BIL	
118	✓	1.14.2.1.1.6.6.3 BL-06: Budget Billing: Close Workshc	8 hrs	100%	1 day?	2/23/16 1:00 PM	2/24/16 12:00 PM	117		igrau	BIL	
119	✓	<b>1.14.2.1.1.6.7 BL-07: Bill Print - Design, Inserts, Outsorts, Messages</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/15/16 8:00 AM</b>	<b>3/18/16 12:00 PM</b>					
120	✓	1.14.2.1.1.6.7.1 BL-07: Bill Print - Design, Inserts, Outsorts, Messages: Prepare Workshop	16 hrs	100%	2 days	3/15/16 8:00 AM	3/16/16 5:00 PM		121	igrau	BIL	
121	✓	1.14.2.1.1.6.7.2 BL-07: Bill Print - Design, Inserts, Outsorts, Messages: Conduct Workshop	4 hrs	100%	0.5 days	3/17/16 8:00 AM	3/17/16 12:00 PM	120	122,403	igrau	BIL	
122	✓	1.14.2.1.1.6.7.3 BL-07: Bill Print - Design, Inserts, Outsorts, Messages: Close Workshop	8 hrs	100%	1 day?	3/17/16 1:00 PM	3/18/16 12:00 PM	121		igrau	BIL	
123	✓	<b>1.14.2.1.1.6.8 BL-08: Energy Data Management and Complex Billing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/8/16 8:00 AM</b>	<b>3/11/16 12:00 PM</b>					
124	✓	1.14.2.1.1.6.8.1 BL-08: Energy Data Management and Complex Billing: Prepare Workshop	16 hrs	100%	2 days	3/8/16 8:00 AM	3/9/16 5:00 PM		125	igrau	BIL	
125	✓	1.14.2.1.1.6.8.2 BL-08: Energy Data Management and Complex Billing: Conduct Workshop	4 hrs	100%	0.5 days	3/10/16 8:00 AM	3/10/16 12:00 PM	124	126,328	igrau	BIL	
126	✓	1.14.2.1.1.6.8.3 BL-08: Energy Data Management and Complex Billing: Close Workshop	8 hrs	100%	1 day?	3/10/16 1:00 PM	3/11/16 12:00 PM	125		igrau	BIL	
127	✓	<b>1.14.2.1.1.6.9 BL-09: Collective Bill Processing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/10/16 8:00 AM</b>	<b>3/15/16 12:00 PM</b>		<b>408</b>			
128	✓	1.14.2.1.1.6.9.1 BL-09: Collective Bill Processing : Prepare Workshop	16 hrs	100%	2 days	3/10/16 8:00 AM	3/11/16 5:00 PM		129	igrau	BIL	
129	✓	1.14.2.1.1.6.9.2 BL-09: Collective Bill Processing : Conduct Workshop	4 hrs	100%	0.5 days	3/14/16 8:00 AM	3/14/16 12:00 PM	128	130	igrau	BIL	
130	✓	1.14.2.1.1.6.9.3 BL-09: Collective Bill Processing: Close Workshop	8 hrs	100%	1 day?	3/14/16 1:00 PM	3/15/16 12:00 PM	129		igrau	BIL	
131	✓	<b>1.14.2.1.1.7 Device Management/Work Management Workshops</b>	<b>280 hrs</b>	<b>100%</b>	<b>46.5 days?</b>	<b>1/5/16 8:00 AM</b>	<b>3/9/16 12:00 PM</b>					
132	✓	<b>1.14.2.1.1.7.1 DM-01: Technical Master Data</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/5/16 8:00 AM</b>	<b>1/8/16 12:00 PM</b>					
133	✓	1.14.2.1.1.7.1.1 DM-01: Technical Master Data: Prepare Workshop	16 hrs	100%	2 days	1/5/16 8:00 AM	1/6/16 5:00 PM		134	Hmenon	DM	
134	✓	1.14.2.1.1.7.1.2 DM-01: Technical Master Data: Conduct Workshop	4 hrs	100%	0.5 days	1/7/16 8:00 AM	1/7/16 12:00 PM	133	135	Hmenon	DM	
135	✓	1.14.2.1.1.7.1.3 DM-01: Technical Master Data: Close Workshop	8 hrs	100%	1 day?	1/7/16 1:00 PM	1/8/16 12:00 PM	134		Hmenon	DM	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
136	✓	<b>1.14.2.1.1.7.2 DM-02: Device Types &amp; Master Data</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/13/16 8:00 AM</b>	<b>1/18/16 12:00 PM</b>					
137	✓	1.14.2.1.1.7.2.1 DM-02: Device Types & Master Data: Prepare Workshop	16 hrs	100%	2 days	1/13/16 8:00 AM	1/14/16 5:00 PM		138	Hmenon	DM	
138	✓	1.14.2.1.1.7.2.2 DM-02: Device Types & Master Data: Conduct Workshop	4 hrs	100%	0.5 days	1/15/16 8:00 AM	1/15/16 12:00 PM	137	139,538	Hmenon	DM	
139	✓	1.14.2.1.1.7.2.3 DM-02: Device Types & Master Data: Close Workshop	8 hrs	100%	1 day?	1/15/16 1:00 PM	1/18/16 12:00 PM	138		Hmenon	DM	
140	✓	<b>1.14.2.1.1.7.3 DM-03: Device Supply Chain Management Integration</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/19/16 8:00 AM</b>	<b>1/22/16 12:00 PM</b>					
141	✓	1.14.2.1.1.7.3.1 DM-03: Device Supply Chain Management Integration: Prepare Workshop	16 hrs	100%	2 days	1/19/16 8:00 AM	1/20/16 5:00 PM		142	Hmenon	DM	
142	✓	1.14.2.1.1.7.3.2 DM-03: Device Supply Chain Management Integration: Conduct Workshop	4 hrs	100%	0.5 days	1/21/16 8:00 AM	1/21/16 12:00 PM	141	143,548	Hmenon	DM	
143	✓	1.14.2.1.1.7.3.3 DM-03: Device Supply Chain Management Integration: Close Workshop	8 hrs	100%	1 day?	1/21/16 1:00 PM	1/22/16 12:00 PM	142		Hmenon	DM	
144	✓	<b>1.14.2.1.1.7.4 DM-04: Scheduling &amp; Portioning</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/29/16 8:00 AM</b>	<b>2/3/16 12:00 PM</b>					
145	✓	1.14.2.1.1.7.4.1 DM-04: Scheduling & Portioning: Prepare Workshop	16 hrs	100%	2 days	1/29/16 8:00 AM	2/1/16 5:00 PM		146	Agranadero	DM	
146	✓	1.14.2.1.1.7.4.2 DM-04: Scheduling & Portioning: Conduct Workshop	4 hrs	100%	0.5 days	2/2/16 8:00 AM	2/2/16 12:00 PM	145	147,298,303	Agranadero	DM	
147	✓	1.14.2.1.1.7.4.3 DM-04: Scheduling & Portioning: Close Workshop	8 hrs	100%	1 day?	2/2/16 1:00 PM	2/3/16 12:00 PM	146		Agranadero	DM	
148	✓	<b>1.14.2.1.1.7.5 DM-05: Meter Reading Management</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/1/16 8:00 AM</b>	<b>2/4/16 12:00 PM</b>			318		
149	✓	1.14.2.1.1.7.5.1 DM-05: Meter Reading Management: Prepare Workshop	16 hrs	100%	2 days	2/1/16 8:00 AM	2/2/16 5:00 PM		150	Agranadero	DM	
150	✓	1.14.2.1.1.7.5.2 DM-05: Meter Reading Management: Conduct Workshop	4 hrs	100%	0.5 days	2/3/16 8:00 AM	2/3/16 12:00 PM	149	151	Agranadero	DM	
151	✓	1.14.2.1.1.7.5.3 DM-05: Meter Reading Management: Close Workshop	8 hrs	100%	1 day?	2/3/16 1:00 PM	2/4/16 12:00 PM	150		Agranadero	DM	
152	✓	<b>1.14.2.1.1.7.6 DM-06: Meter Reading Monitoring, Estimation &amp; Validation</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/8/16 8:00 AM</b>	<b>2/11/16 12:00 PM</b>					
153	✓	1.14.2.1.1.7.6.1 DM-06: Meter Reading Monitoring, Estimation & Validation: Prepare Workshop	16 hrs	100%	2 days	2/8/16 8:00 AM	2/9/16 5:00 PM		154	Agranadero	DM	
154	✓	1.14.2.1.1.7.6.2 DM-06: Meter Reading Monitoring, Estimation & Validation: Conduct Workshop	4 hrs	100%	0.5 days	2/10/16 8:00 AM	2/10/16 12:00 PM	153	155	Agranadero	DM	
155	✓	1.14.2.1.1.7.6.3 DM-06: Meter Reading Monitoring, Estimation & Validation: Close Workshop	8 hrs	100%	1 day?	2/10/16 1:00 PM	2/11/16 12:00 PM	154		Agranadero	DM	
156	✓	<b>1.14.2.1.1.7.7 DM-07: Device Inspections and Recertification</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/9/16 8:00 AM</b>	<b>2/12/16 12:00 PM</b>					
157	✓	1.14.2.1.1.7.7.1 DM-07: Device Inspections and Recertification: Prepare Workshop	16 hrs	100%	2 days	2/9/16 8:00 AM	2/10/16 5:00 PM		158	Agranadero	DM	
158	✓	1.14.2.1.1.7.7.2 DM-07: Device Inspections and Recertification: Conduct Workshop	4 hrs	100%	0.5 days	2/11/16 8:00 AM	2/11/16 12:00 PM	157	159,553,558	Agranadero	DM	
159	✓	1.14.2.1.1.7.7.3 DM-07: Device Inspections and Recertification: Close Workshop	8 hrs	100%	1 day?	2/11/16 1:00 PM	2/12/16 12:00 PM	158		Agranadero	DM	
160	✓	<b>1.14.2.1.1.7.8 DM-08: Devices Installation/Replacement/Removal</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/26/16 8:00 AM</b>	<b>3/2/16 12:00 PM</b>					
161	✓	1.14.2.1.1.7.8.1 DM-08: Devices Installation/Replacement/Removal : Prepare Workshop	16 hrs	100%	2 days	2/26/16 8:00 AM	2/29/16 5:00 PM		162	Agranadero	DM	

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
162	✓	1.14.2.1.1.7.8.2 DM-08: Devices Installation/Replacement/Removal : Conduct Workshop	4 hrs	100%	0.5 days	3/1/16 8:00 AM	3/1/16 12:00 PM	161	163	Agranadero	DM
163	✓	1.14.2.1.1.7.8.3 DM-08: Devices Installation/Replacement/Removal : Close Workshop	8 hrs	100%	1 day?	3/1/16 1:00 PM	3/2/16 12:00 PM	162		Agranadero	DM
164	✓	<b>1.14.2.1.1.7.9 DM-09: Device Receipt and Inspection</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/1/16 8:00 AM</b>	<b>3/4/16 12:00 PM</b>				
165	✓	1.14.2.1.1.7.9.1 DM-09: Device Receipt and Inspection: Prepare Workshop	16 hrs	100%	2 days	3/1/16 8:00 AM	3/2/16 5:00 PM		166	Agranadero	DM
166	✓	1.14.2.1.1.7.9.2 DM-09: Device Receipt and Inspection: Conduct Workshop	4 hrs	100%	0.5 days	3/3/16 8:00 AM	3/3/16 12:00 PM	165	167	Agranadero	DM
167	✓	1.14.2.1.1.7.9.3 DM-09: Device Receipt and Inspection: Close Workshop	8 hrs	100%	1 day?	3/3/16 1:00 PM	3/4/16 12:00 PM	166		Agranadero	DM
168	✓	<b>1.14.2.1.1.7.10 DM-10: Work Management Integration</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/4/16 8:00 AM</b>	<b>3/9/16 12:00 PM</b>				
169	✓	1.14.2.1.1.7.10.1 DM-10: Work Management Integration: Prepare Workshop	16 hrs	100%	2 days	3/4/16 8:00 AM	3/7/16 5:00 PM		170	Agranadero	DM
170	✓	1.14.2.1.1.7.10.2 DM-10: Work Management Integration: Conduct Workshop	4 hrs	100%	0.5 days	3/8/16 8:00 AM	3/8/16 12:00 PM	169	171	Agranadero	DM
171	✓	1.14.2.1.1.7.10.3 DM-10: Work Management Integration: Close Workshop	8 hrs	100%	1 day?	3/8/16 1:00 PM	3/9/16 12:00 PM	170		Agranadero	DM
172	✓	<b>1.14.2.1.1.8 Customer Service Workshops</b>	<b>364 hrs</b>	<b>100%</b>	<b>53.5 days?</b>	<b>1/4/16 8:00 AM</b>	<b>3/17/16 12:00 PM</b>				
173	✓	<b>1.14.2.1.1.8.1 CS-01: Create &amp; Maintain Business Mas</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/4/16 8:00 AM</b>	<b>1/7/16 12:00 PM</b>				
174	✓	1.14.2.1.1.8.1.1 CS-01: Create & Maintain Business Master Data: Prepare Workshop	16 hrs	100%	2 days	1/4/16 8:00 AM	1/5/16 5:00 PM		175	avchakrabarti	CS
175	✓	1.14.2.1.1.8.1.2 CS-01: Create & Maintain Business Master Data: Conduct Workshop	4 hrs	100%	0.5 days	1/6/16 8:00 AM	1/6/16 12:00 PM	174	176	avchakrabarti	CS
176	✓	1.14.2.1.1.8.1.3 CS-01: Create & Maintain Business Master Data: Close Workshop	8 hrs	100%	1 day?	1/6/16 1:00 PM	1/7/16 12:00 PM	175		avchakrabarti	CS
177	✓	<b>1.14.2.1.1.8.2 CS-02: Contract Management Session</b>	<b>128 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/7/16 8:00 AM</b>	<b>1/12/16 12:00 PM</b>				
178	✓	1.14.2.1.1.8.2.1 CS-02: Contract Management Session 1: Prepare Workshop	16 hrs	100%	2 days	1/7/16 8:00 AM	1/8/16 5:00 PM		179	avchakrabarti	CS
179	✓	1.14.2.1.1.8.2.2 CS-02: Contract Management Session 1: Conduct Workshop	4 hrs	100%	0.5 days	1/11/16 8:00 AM	1/11/16 12:00 PM	178	180	avchakrabarti	CS
180	✓	1.14.2.1.1.8.2.3 CS-02: Contract Management Session 1: Close Workshop	8 hrs	100%	1 day?	1/11/16 1:00 PM	1/12/16 12:00 PM	179		avchakrabarti	CS
181	✓	<b>1.14.2.1.1.8.3 CS-02: Contract Management Session 2 (Large Customers/KAM)</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/11/16 8:00 AM</b>	<b>1/14/16 12:00 PM</b>		<b>603</b>		
182	✓	1.14.2.1.1.8.3.1 CS-02: Contract Management Session 2 (Large Customers/KAM): Prepare	16 hrs	100%	2 days	1/11/16 8:00 AM	1/12/16 5:00 PM		183	avchakrabarti	CS
183	✓	1.14.2.1.1.8.3.2 CS-02: Contract Management Session 2 (Large Customers/KAM): Conduct	4 hrs	100%	0.5 days	1/13/16 8:00 AM	1/13/16 12:00 PM	182	184	avchakrabarti	CS
184	✓	1.14.2.1.1.8.3.3 CS-02: Contract Management Session 2 (Large Customers/KAM): Close Workshop	8 hrs	100%	1 day?	1/13/16 1:00 PM	1/14/16 12:00 PM	183		avchakrabarti	CS
185	✓	<b>1.14.2.1.1.8.4 CS-04: Customer Inquiries</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/28/16 8:00 AM</b>	<b>2/2/16 12:00 PM</b>		<b>473,563,478,</b>		
186	✓	1.14.2.1.1.8.4.1 CS-04: Customer Inquiries: Prepare	16 hrs	100%	2 days	1/28/16 8:00 AM	1/29/16 5:00 PM		187	avchakrabarti	CS
187	✓	1.14.2.1.1.8.4.2 CS-04: Customer Inquiries: Conduct	4 hrs	100%	0.5 days	2/1/16 8:00 AM	2/1/16 12:00 PM	186	188	avchakrabarti	CS
188	✓	1.14.2.1.1.8.4.3 CS-04: Customer Inquiries: Close Wc	8 hrs	100%	1 day?	2/1/16 1:00 PM	2/2/16 12:00 PM	187		avchakrabarti	CS
189	✓	<b>1.14.2.1.1.8.5 CS-05: Web Client</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/1/16 8:00 AM</b>	<b>2/4/16 12:00 PM</b>				
190	✓	1.14.2.1.1.8.5.1 CS-05: Web Client: Prepare Workshc	16 hrs	100%	2 days	2/1/16 8:00 AM	2/2/16 5:00 PM		191	avchakrabarti	CS

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
191	✓	1.14.2.1.1.8.5.2 CS-05: Web Client: Conduct Workshop	4 hrs	100%	0.5 days	2/3/16 8:00 AM	2/3/16 12:00 PM	190	192	avchakrabarti	CS
192	✓	1.14.2.1.1.8.5.3 CS-05: Web Client: Close Workshop	8 hrs	100%	1 day?	2/3/16 1:00 PM	2/4/16 12:00 PM	191		avchakrabarti	CS
193	✓	<b>1.14.2.1.1.8.6 CS-06: Owner Allocation</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/9/16 12:00 PM</b>		<b>593</b>		
194	✓	1.14.2.1.1.8.6.1 CS-06: Owner Allocation: Prepare W	16 hrs	100%	2 days	2/4/16 8:00 AM	2/5/16 5:00 PM		195	avchakrabarti	CS
195	✓	1.14.2.1.1.8.6.2 CS-06: Owner Allocation: Conduct W	4 hrs	100%	0.5 days	2/8/16 8:00 AM	2/8/16 12:00 PM	194	196	avchakrabarti	CS
196	✓	1.14.2.1.1.8.6.3 CS-06: Owner Allocation: Close Work	8 hrs	100%	1 day?	2/8/16 1:00 PM	2/9/16 12:00 PM	195		avchakrabarti	CS
197	✓	<b>1.14.2.1.1.8.7 CS-07: Disconnection/Reconnection</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/8/16 8:00 AM</b>	<b>2/11/16 12:00 PM</b>				
198	✓	1.14.2.1.1.8.7.1 CS-07: Disconnection/Reconnection: Prepare Workshop	16 hrs	100%	2 days	2/8/16 8:00 AM	2/9/16 5:00 PM		199	avchakrabarti	CS
199	✓	1.14.2.1.1.8.7.2 CS-07: Disconnection/Reconnection: Conduct Workshop	4 hrs	100%	0.5 days	2/10/16 8:00 AM	2/10/16 12:00 PM	198	200	avchakrabarti	CS
200	✓	1.14.2.1.1.8.7.3 CS-07: Disconnection/Reconnection: Close Workshop	8 hrs	100%	1 day?	2/10/16 1:00 PM	2/11/16 12:00 PM	199		avchakrabarti	CS
201	✓	<b>1.14.2.1.1.8.8 CS-08: CTI/IVR Integration (Self-service)</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/25/16 8:00 AM</b>	<b>3/1/16 12:00 PM</b>				
202	✓	1.14.2.1.1.8.8.1 CS-08: CTI/IVR Integration (Self-service): Prepare Workshop	16 hrs	100%	2 days	2/25/16 8:00 AM	2/26/16 5:00 PM		203	avchakrabarti	CS
203	✓	1.14.2.1.1.8.8.2 CS-08: CTI/IVR Integration (Self-service): Conduct Workshop	4 hrs	100%	0.5 days	2/29/16 8:00 AM	2/29/16 12:00 PM	202	204	avchakrabarti	CS
204	✓	1.14.2.1.1.8.8.3 CS-08: CTI/IVR Integration (Self-service): Close Workshop	8 hrs	100%	1 day?	2/29/16 1:00 PM	3/1/16 12:00 PM	203	608	avchakrabarti	CS
205	✓	<b>1.14.2.1.1.8.9 CS-09: Outage Management &amp; Trouble Calls</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/29/16 8:00 AM</b>	<b>3/3/16 12:00 PM</b>				
206	✓	1.14.2.1.1.8.9.1 CS-09: Outage Management & Trouble Calls : Prepare Workshop	16 hrs	100%	2 days	2/29/16 8:00 AM	3/1/16 5:00 PM		207	avchakrabarti	CS
207	✓	1.14.2.1.1.8.9.2 CS-09: Outage Management & Trouble Calls : Conduct Workshop	4 hrs	100%	0.5 days	3/2/16 8:00 AM	3/2/16 12:00 PM	206	208	avchakrabarti	CS
208	✓	1.14.2.1.1.8.9.3 CS-09: Outage Management & Trouble Calls : Close Workshop	8 hrs	100%	1 day?	3/2/16 1:00 PM	3/3/16 12:00 PM	207		avchakrabarti	CS
209	✓	<b>1.14.2.1.1.8.10 CS-10: Work Management &amp; Customer Service Integration</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/3/16 8:00 AM</b>	<b>3/8/16 12:00 PM</b>				
210	✓	1.14.2.1.1.8.10.1 CS-10: Work Management & Customer Service Integration: Prepare Workshop	16 hrs	100%	2 days	3/3/16 8:00 AM	3/4/16 5:00 PM		211	avchakrabarti	CS
211	✓	1.14.2.1.1.8.10.2 CS-10: Work Management & Customer Service Integration: Conduct Workshop	4 hrs	100%	0.5 days	3/7/16 8:00 AM	3/7/16 12:00 PM	210	212	avchakrabarti	CS
212	✓	1.14.2.1.1.8.10.3 CS-10: Work Management & Customer Service Integration: Close Workshop	8 hrs	100%	1 day?	3/7/16 1:00 PM	3/8/16 12:00 PM	211		avchakrabarti	CS
213	✓	<b>1.14.2.1.1.8.11 CS-11: Returned Mail Processing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/7/16 8:00 AM</b>	<b>3/10/16 12:00 PM</b>				
214	✓	1.14.2.1.1.8.11.1 CS-11: Returned Mail Processing: Prepare Workshop	16 hrs	100%	2 days	3/7/16 8:00 AM	3/8/16 5:00 PM		215	avchakrabarti	CS
215	✓	1.14.2.1.1.8.11.2 CS-11: Returned Mail Processing: Conduct Workshop	4 hrs	100%	0.5 days	3/9/16 8:00 AM	3/9/16 12:00 PM	214	216	avchakrabarti	CS
216	✓	1.14.2.1.1.8.11.3 CS-11: Returned Mail Processing: Close Workshop	8 hrs	100%	1 day?	3/9/16 1:00 PM	3/10/16 12:00 PM	215		avchakrabarti	CS
217	✓	<b>1.14.2.1.1.8.12 CS-12: Fraud and Theft</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/10/16 8:00 AM</b>	<b>3/15/16 12:00 PM</b>				
218	✓	1.14.2.1.1.8.12.1 CS-12: Fraud and Theft: Prepare W	16 hrs	100%	2 days	3/10/16 8:00 AM	3/11/16 5:00 PM		219	avchakrabarti	CS
219	✓	1.14.2.1.1.8.12.2 CS-12: Fraud and Theft: Conduct W	4 hrs	100%	0.5 days	3/14/16 8:00 AM	3/14/16 12:00 PM	218	220	avchakrabarti	CS
220	✓	1.14.2.1.1.8.12.3 CS-12: Fraud and Theft: Close Wor	8 hrs	100%	1 day?	3/14/16 1:00 PM	3/15/16 12:00 PM	219		avchakrabarti	CS
221	✓	<b>1.14.2.1.1.8.13 CS-13: Self-Service</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/14/16 8:00 AM</b>	<b>3/17/16 12:00 PM</b>				
222	✓	1.14.2.1.1.8.13.1 CS-13: Self-Service: Prepare Works	16 hrs	100%	2 days	3/14/16 8:00 AM	3/15/16 5:00 PM		223	avchakrabarti	CS

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
223	✓	1.14.2.1.1.8.13.2 CS-13: Self-Service: Conduct Workshops	4 hrs	100%	0.5 days	3/16/16 8:00 AM	3/16/16 12:00 PM	222	224	avchakrabarti	CS
224	✓	1.14.2.1.1.8.13.3 CS-13: Self-Service: Close Workshops	8 hrs	100%	1 day?	3/16/16 1:00 PM	3/17/16 12:00 PM	223		avchakrabarti	CS
225	✓	<b>1.14.2.1.1.9 FICA Workshops</b>	<b>364 hrs</b>	<b>100%</b>	<b>53.5 days?</b>	<b>1/7/16 8:00 AM</b>	<b>3/22/16 12:00 PM</b>				
226	✓	<b>1.14.2.1.1.9.1 CA-01: Business Master Data - Contract Account</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/7/16 8:00 AM</b>	<b>1/12/16 12:00 PM</b>			<b>563,473,478,</b>	
227	✓	1.14.2.1.1.9.1.1 CA-01: Business Master Data - Contract Account : Prepare Workshop	16 hrs	100%	2 days	1/7/16 8:00 AM	1/8/16 5:00 PM		228	Lkhowala	CA
228	✓	1.14.2.1.1.9.1.2 CA-01: Business Master Data - Contract Account : Conduct Workshop	4 hrs	100%	0.5 days	1/11/16 8:00 AM	1/11/16 12:00 PM	227	229	Lkhowala	CA
229	✓	1.14.2.1.1.9.1.3 CA-01: Business Master Data - Contract Account : Close Workshop	8 hrs	100%	1 day?	1/11/16 1:00 PM	1/12/16 12:00 PM	228		Lkhowala	CA
230	✓	<b>1.14.2.1.1.9.2 CA-02: Security Deposits, Interest Calculation, and credit scoring</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/11/16 8:00 AM</b>	<b>1/14/16 12:00 PM</b>				
231	✓	1.14.2.1.1.9.2.1 CA-02: Security Deposits, Interest Calculation, and credit scoring: Prepare Workshop	16 hrs	100%	2 days	1/11/16 8:00 AM	1/12/16 5:00 PM		232	Lkhowala	CA
232	✓	1.14.2.1.1.9.2.2 CA-02: Security Deposits, Interest Calculation, and credit scoring: Conduct Workshop	4 hrs	100%	0.5 days	1/13/16 8:00 AM	1/13/16 12:00 PM	231	233,573	Lkhowala	CA
233	✓	1.14.2.1.1.9.2.3 CA-02: Security Deposits, Interest Calculation, and credit scoring: Close Workshop	8 hrs	100%	1 day?	1/13/16 1:00 PM	1/14/16 12:00 PM	232		Lkhowala	CA
234	✓	<b>1.14.2.1.1.9.3 CA-03: FICA Programs</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/14/16 8:00 AM</b>	<b>1/19/16 12:00 PM</b>			<b>473,563,478,</b>	
235	✓	1.14.2.1.1.9.3.1 CA-03: FICA Programs: Prepare Workshop	16 hrs	100%	2 days	1/14/16 8:00 AM	1/15/16 5:00 PM		236	Lkhowala	CA
236	✓	1.14.2.1.1.9.3.2 CA-03: FICA Programs: Conduct Workshop	4 hrs	100%	0.5 days	1/18/16 8:00 AM	1/18/16 12:00 PM	235	237	Lkhowala	CA
237	✓	1.14.2.1.1.9.3.3 CA-03: FICA Programs: Close Workshop	8 hrs	100%	1 day?	1/18/16 1:00 PM	1/19/16 12:00 PM	236		Lkhowala	CA
238	✓	<b>1.14.2.1.1.9.4 CA-04: Payment Processing (Payments, Exceptions, cash reconciliation)</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>1/18/16 8:00 AM</b>	<b>1/21/16 12:00 PM</b>			<b>628</b>	
239	✓	1.14.2.1.1.9.4.1 CA-04: Payment Processing (Payments, Exceptions, cash reconciliation) : Prepare Workshop	16 hrs	100%	2 days	1/18/16 8:00 AM	1/19/16 5:00 PM			240,618,623,	Lkhowala
240	✓	1.14.2.1.1.9.4.2 CA-04: Payment Processing (Payments, Exceptions, cash reconciliation): Conduct Workshop	4 hrs	100%	0.5 days	1/20/16 8:00 AM	1/20/16 12:00 PM	239	241,423FS+7 days	Lkhowala	CA
241	✓	1.14.2.1.1.9.4.3 CA-04: Payment Processing (Payments, Exceptions, cash reconciliation): Close Workshop	8 hrs	100%	1 day?	1/20/16 1:00 PM	1/21/16 12:00 PM	240		Lkhowala	CA
242	✓	<b>1.14.2.1.1.9.5 CA-05: Clearing Rules Management</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/9/16 12:00 PM</b>			<b>428,433</b>	
243	✓	1.14.2.1.1.9.5.1 CA-05: Clearing Rules Management: Prepare Workshop	16 hrs	100%	2 days	2/4/16 8:00 AM	2/5/16 5:00 PM		244	Lkhowala	CA
244	✓	1.14.2.1.1.9.5.2 CA-05: Clearing Rules Management: Conduct Workshop	4 hrs	100%	0.5 days	2/8/16 8:00 AM	2/8/16 12:00 PM	243	245	Lkhowala	CA
245	✓	1.14.2.1.1.9.5.3 CA-05: Clearing Rules Management: Close Workshop	8 hrs	100%	1 day?	2/8/16 1:00 PM	2/9/16 12:00 PM	244		Lkhowala	CA
246	✓	<b>1.14.2.1.1.9.6 CA-06: Account Adjustments (Misc. Postings, Reversal, Reset Clearing, Account Maintenance, Transfers, Write-Off's)</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/8/16 8:00 AM</b>	<b>2/11/16 12:00 PM</b>				
247	✓	1.14.2.1.1.9.6.1 CA-06: Account Adjustments (Misc. Postings, Reversal, Reset Clearing, Account Maintenance, Transfers, Write-Off's): Prepare Workshop	16 hrs	100%	2 days	2/8/16 8:00 AM	2/9/16 5:00 PM		248	Lkhowala	CA

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
248	✓	1.14.2.1.1.9.6.2 CA-06: Account Adjustments (Misc. Postings, Reversal, Reset Clearing, Account Maintenance, Transfers, Write-Off's): Conduct Workshop	4 hrs	100%	0.5 days	2/10/16 8:00 AM	2/10/16 12:00 PM	247	249,453	Lkhawala	CA
249	✓	1.14.2.1.1.9.6.3 CA-06: Account Adjustments (Misc. Postings, Reversal, Reset Clearing, Account Maintenance, Transfers, Write-Off's): Close Workshop	8 hrs	100%	1 day?	2/10/16 1:00 PM	2/11/16 12:00 PM	248		Lkhawala	CA
250	✓	<b>1.14.2.1.1.9.7 CA-07: Returns Processing</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/11/16 8:00 AM</b>	<b>2/16/16 12:00 PM</b>		<b>438</b>		
251	✓	1.14.2.1.1.9.7.1 CA-07: Returns Processing: Prepare	16 hrs	100%	2 days	2/11/16 8:00 AM	2/12/16 5:00 PM		252	Lkhawala	CA
252	✓	1.14.2.1.1.9.7.2 CA-07: Returns Processing: Conduct Workshop	4 hrs	100%	0.5 days	2/15/16 8:00 AM	2/15/16 12:00 PM	251	253	Lkhawala	CA
253	✓	1.14.2.1.1.9.7.3 CA-07: Returns Processing: Close W	8 hrs	100%	1 day?	2/15/16 1:00 PM	2/16/16 12:00 PM	252		Lkhawala	CA
254	✓	<b>1.14.2.1.1.9.8 CA-08: Dunning Management (Overdue Accounts, Creditworthiness, Account Receivables)</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/15/16 8:00 AM</b>	<b>2/18/16 12:00 PM</b>		<b>458,463</b>		
255	✓	1.14.2.1.1.9.8.1 CA-08: Dunning Management (Overdue Accounts, Creditworthiness, Account Receivables): Prepare Workshop	16 hrs	100%	2 days	2/15/16 8:00 AM	2/16/16 5:00 PM		256,583	Lkhawala	CA
256	✓	1.14.2.1.1.9.8.2 CA-08: Dunning Management (Overdue Accounts, Creditworthiness, Account Receivables): Conduct Workshop	4 hrs	100%	0.5 days	2/17/16 8:00 AM	2/17/16 12:00 PM	255	257	Lkhawala	CA
257	✓	1.14.2.1.1.9.8.3 CA-08: Dunning Management (Overdue Accounts, Creditworthiness, Account Receivables): Close Workshop	8 hrs	100%	1 day?	2/17/16 1:00 PM	2/18/16 12:00 PM	256		Lkhawala	CA
258	✓	<b>1.14.2.1.1.9.9 CA-09: Collection Agency</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/3/16 8:00 AM</b>	<b>3/8/16 12:00 PM</b>				
259	✓	1.14.2.1.1.9.9.1 CA-09: Collection Agency: Prepare W	16 hrs	100%	2 days	3/3/16 8:00 AM	3/4/16 5:00 PM		260	Lkhawala	CA
260	✓	1.14.2.1.1.9.9.2 CA-09: Collection Agency: Conduct W	4 hrs	100%	0.5 days	3/7/16 8:00 AM	3/7/16 12:00 PM	259	261	Lkhawala	CA
261	✓	1.14.2.1.1.9.9.3 CA-09: Collection Agency: Close W	8 hrs	100%	1 day?	3/7/16 1:00 PM	3/8/16 12:00 PM	260		Lkhawala	CA
262	✓	<b>1.14.2.1.1.9.10 CA-10: Bankruptcy</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/7/16 8:00 AM</b>	<b>3/10/16 12:00 PM</b>				
263	✓	1.14.2.1.1.9.10.1 CA-10: Bankruptcy: Prepare Worksh	16 hrs	100%	2 days	3/7/16 8:00 AM	3/8/16 5:00 PM		264	Lkhawala	CA
264	✓	1.14.2.1.1.9.10.2 CA-10: Bankruptcy: Conduct Worksh	4 hrs	100%	0.5 days	3/9/16 8:00 AM	3/9/16 12:00 PM	263	265	Lkhawala	CA
265	✓	1.14.2.1.1.9.10.3 CA-10: Bankruptcy: Close Worksho	8 hrs	100%	1 day?	3/9/16 1:00 PM	3/10/16 12:00 PM	264		Lkhawala	CA
266	✓	<b>1.14.2.1.1.9.11 CA-11: Refunds and unclaimed monies</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/10/16 8:00 AM</b>	<b>3/15/16 12:00 PM</b>				
267	✓	1.14.2.1.1.9.11.1 CA-11: Refunds and unclaimed monies: Prepare Workshop	16 hrs	100%	2 days	3/10/16 8:00 AM	3/11/16 5:00 PM		268	Lkhawala	CA
268	✓	1.14.2.1.1.9.11.2 CA-11: Refunds and unclaimed monies: Conduct Workshop	4 hrs	100%	0.5 days	3/14/16 8:00 AM	3/14/16 12:00 PM	267	269	Lkhawala	CA
269	✓	1.14.2.1.1.9.11.3 CA-11: Refunds and unclaimed monies: Close Workshop	8 hrs	100%	1 day?	3/14/16 1:00 PM	3/15/16 12:00 PM	268		Lkhawala	CA
270	✓	<b>1.14.2.1.1.9.12 CA-12: Manage Financials and GL</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/14/16 8:00 AM</b>	<b>3/17/16 12:00 PM</b>				
271	✓	1.14.2.1.1.9.12.1 CA-12: Manage Financials and GL: Prepare Workshop	16 hrs	100%	2 days	3/14/16 8:00 AM	3/15/16 5:00 PM		272	Lkhawala	CA
272	✓	1.14.2.1.1.9.12.2 CA-12: Manage Financials and GL: Conduct Workshop	4 hrs	100%	0.5 days	3/16/16 8:00 AM	3/16/16 12:00 PM	271	273	Lkhawala	CA
273	✓	1.14.2.1.1.9.12.3 CA-12: Manage Financials and GL: Close Workshop	8 hrs	100%	1 day?	3/16/16 1:00 PM	3/17/16 12:00 PM	272		Lkhawala	CA
274	✓	<b>1.14.2.1.1.9.13 CA-13: Taxes</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>3/17/16 8:00 AM</b>	<b>3/22/16 12:00 PM</b>		<b>408</b>		

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team		
275	✓	1.14.2.1.1.9.13.1 CA-13: Taxes: Prepare Workshop	16 hrs	100%	2 days	3/17/16 8:00 AM	3/18/16 5:00 PM		276	Lkhowala	CA		
276	✓	1.14.2.1.1.9.13.2 CA-13: Taxes: Conduct Workshop	4 hrs	100%	0.5 days	3/21/16 8:00 AM	3/21/16 12:00 PM	275	277	Lkhowala	CA		
277	✓	1.14.2.1.1.9.13.3 CA-13: Taxes: Close Workshop	8 hrs	100%	1 day?	3/21/16 1:00 PM	3/22/16 12:00 PM	276		Lkhowala	CA		
278	✓	<b>1.14.2.1.1.10 IDE Workshops</b>	<b>84 hrs</b>	<b>100%</b>	<b>29.5 days?</b>	<b>2/8/16 8:00 AM</b>	<b>3/18/16 12:00 PM</b>						
279	✓	<b>1.14.2.1.1.10.1 ID-01: Enrollment &amp; De-enrollment</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/8/16 8:00 AM</b>	<b>2/11/16 12:00 PM</b>		<b>408</b>				
280	✓	1.14.2.1.1.10.1.1 ID-01: Enrollment & De-enrollment: Prepare Workshop	16 hrs	100%	2 days	2/8/16 8:00 AM	2/9/16 5:00 PM		281	asanchezsan	BIL		
281	✓	1.14.2.1.1.10.1.2 ID-01: Enrollment & De-enrollment: Conduct Workshop	4 hrs	100%	0.5 days	2/10/16 8:00 AM	2/10/16 12:00 PM	280	282,368	asanchezsan	BIL		
282	✓	1.14.2.1.1.10.1.3 ID-01: Enrollment & De-enrollment: Close Workshop	8 hrs	100%	1 day?	2/10/16 1:00 PM	2/11/16 12:00 PM	281		asanchezsan	BIL		
283	✓	<b>1.14.2.1.1.10.2 ID-02: Change of supplier</b>	<b>28 hrs</b>	<b>100%</b>	<b>3.5 days?</b>	<b>2/15/16 8:00 AM</b>	<b>2/18/16 12:00 PM</b>		<b>408</b>				
284	✓	1.14.2.1.1.10.2.1 ID-02: Change of supplier: Prepare	16 hrs	100%	2 days	2/15/16 8:00 AM	2/16/16 5:00 PM		285	asanchezsan	BIL		
285	✓	1.14.2.1.1.10.2.2 ID-02: Change of supplier: Conduct	4 hrs	100%	0.5 days	2/17/16 8:00 AM	2/17/16 12:00 PM	284	286	asanchezsan	BIL		
286	✓	1.14.2.1.1.10.2.3 ID-02: Change of supplier: Close W	8 hrs	100%	1 day?	2/17/16 1:00 PM	2/18/16 12:00 PM	285		asanchezsan	BIL		
287	✓	<b>1.14.2.1.1.10.3 ID-03: Deregulated billing and settlement</b>	<b>28 hrs</b>	<b>100%</b>	<b>19.5 days?</b>	<b>2/22/16 8:00 AM</b>	<b>3/18/16 12:00 PM</b>		<b>408</b>				
288	✓	1.14.2.1.1.10.3.1 ID-03: Deregulated billing and settlement: Prepare Workshop	16 hrs	100%	2 days	2/22/16 8:00 AM	2/23/16 5:00 PM			289FS+16 days	asanchezsan	BIL	
289	✓	1.14.2.1.1.10.3.2 ID-03: Deregulated billing and settlement: Conduct Workshop	4 hrs	100%	0.5 days	3/17/16 8:00 AM	3/17/16 12:00 PM		288FS+16 days	290	asanchezsan	BIL	
290	✓	1.14.2.1.1.10.3.3 ID-03: Deregulated billing and settlement: Close Workshop	8 hrs	100%	1 day?	3/17/16 1:00 PM	3/18/16 12:00 PM	289		asanchezsan	BIL		
291	✓	<b>1.14.2.1.2 Business Process Documentation</b>	<b>8,236 hrs</b>	<b>100%</b>	<b>54 days?</b>	<b>1/25/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>						
292	✓	<b>1.14.2.1.2.1 B-010-L2 Manage Customer Usage Data Cap</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/17/16 8:00 AM</b>	<b>3/8/16 5:00 PM</b>						
293	✓	1.14.2.1.2.1.1 B-010-L2 Manage Customer Usage Data Capture: Draft Deliverable	80 hrs	100%	10 days	2/17/16 8:00 AM	3/1/16 5:00 PM		294	Agranadero	DM		
294	✓	1.14.2.1.2.1.2 B-010-L2 Manage Customer Usage Data Capture:Team Review and Update	24 hrs	100%	3 days	3/2/16 8:00 AM	3/4/16 5:00 PM	293	295	Agranadero	DM		
295	✓	1.14.2.1.2.1.3 B-010-L2 Manage Customer Usage Data Capture:Approval	8 hrs	100%	1 day?	3/7/16 8:00 AM	3/7/16 5:00 PM	294	296	Agranadero	DM		
296	✓	1.14.2.1.2.1.4 B-010-L2 Manage Customer Usage Data Capture:Store Final Version	8 hrs	100%	1 day?	3/8/16 8:00 AM	3/8/16 5:00 PM	295		Agranadero	DM		
297	✓	<b>1.14.2.1.2.2 B-010-L3 Scheduling and Portioning</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/2/16 1:00 PM</b>	<b>2/23/16 12:00 PM</b>						
298	✓	1.14.2.1.2.2.1 B-010-L3 Scheduling and Portioning: Draft Deliverable	80 hrs	100%	10 days	2/2/16 1:00 PM	2/16/16 12:00 PM	146	299	Agranadero	DM		
299	✓	1.14.2.1.2.2.2 B-010-L3 Scheduling and Portioning:Team Review and Update	24 hrs	100%	3 days	2/16/16 1:00 PM	2/19/16 12:00 PM	298	300	Agranadero	DM		
300	✓	1.14.2.1.2.2.3 B-010-L3 Scheduling and Portioning:Apprc	8 hrs	100%	1 day?	2/19/16 1:00 PM	2/22/16 12:00 PM	299	301	Agranadero	DM		
301	✓	1.14.2.1.2.2.4 B-010-L3 Scheduling and Portioning:Store Final Version	8 hrs	100%	1 day?	2/22/16 1:00 PM	2/23/16 12:00 PM	300		Agranadero	DM		
302	✓	<b>1.14.2.1.2.3 B-010-L3-Meter Read Download Process</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/2/16 1:00 PM</b>	<b>2/23/16 12:00 PM</b>						
303	✓	1.14.2.1.2.3.1 B-010-L3-Meter Read Download Process: Draft Deliverable	80 hrs	100%	10 days	2/2/16 1:00 PM	2/16/16 12:00 PM	146	304	Agranadero	DM		
304	✓	1.14.2.1.2.3.2 B-010-L3-Meter Read Download Process:Team Review and Update	24 hrs	100%	3 days	2/16/16 1:00 PM	2/19/16 12:00 PM	303	305	Agranadero	DM		
305	✓	1.14.2.1.2.3.3 B-010-L3-Meter Read Download Process:/	8 hrs	100%	1 day?	2/19/16 1:00 PM	2/22/16 12:00 PM	304	306	Agranadero	DM		
306	✓	1.14.2.1.2.3.4 B-010-L3-Meter Read Download Process:Store Final Version	8 hrs	100%	1 day?	2/22/16 1:00 PM	2/23/16 12:00 PM	305		Agranadero	DM		

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
307	✓	<b>1.14.2.1.2.4 B-030-L2 Perform Data Collection and Validation</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/18/16 8:00 AM</b>	<b>3/9/16 5:00 PM</b>				
308	✓	1.14.2.1.2.4.1 B-030-L2 Perform Data Collection and Validation: Draft Deliverable	80 hrs	100%	10 days	2/18/16 8:00 AM	3/2/16 5:00 PM		309	Agranadero	DM
309	✓	1.14.2.1.2.4.2 B-030-L2 Perform Data Collection and Validation:Team Review and Update	24 hrs	100%	3 days	3/3/16 8:00 AM	3/7/16 5:00 PM	308	310	Agranadero	DM
310	✓	1.14.2.1.2.4.3 B-030-L2 Perform Data Collection and Validation:Approval	8 hrs	100%	1 day?	3/8/16 8:00 AM	3/8/16 5:00 PM	309	311	Agranadero	DM
311	✓	1.14.2.1.2.4.4 B-030-L2 Perform Data Collection and Validation:Store Final Version	8 hrs	100%	1 day?	3/9/16 8:00 AM	3/9/16 5:00 PM	310		Agranadero	DM
312	✓	<b>1.14.2.1.2.5 B-020-L2 Record Usage</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/17/16 8:00 AM</b>	<b>3/8/16 5:00 PM</b>				
313	✓	1.14.2.1.2.5.1 B-020-L2 Record Usage: Draft Deliverable	80 hrs	100%	10 days	2/17/16 8:00 AM	3/1/16 5:00 PM		314	Agranadero	DM
314	✓	1.14.2.1.2.5.2 B-020-L2 Record Usage:Team Review and Update	24 hrs	100%	3 days	3/2/16 8:00 AM	3/4/16 5:00 PM	313	315	Agranadero	DM
315	✓	1.14.2.1.2.5.3 B-020-L2 Record Usage:Approval	8 hrs	100%	1 day?	3/7/16 8:00 AM	3/7/16 5:00 PM	314	316	Agranadero	DM
316	✓	1.14.2.1.2.5.4 B-020-L2 Record Usage:Store Final Versi	8 hrs	100%	1 day?	3/8/16 8:00 AM	3/8/16 5:00 PM	315		Agranadero	DM
317	✓	<b>1.14.2.1.2.6 B-020-Meter reading process</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 1:00 PM</b>	<b>2/25/16 12:00 PM</b>				
318	✓	1.14.2.1.2.6.1 B-020-Meter reading process: Draft Deliverable	80 hrs	100%	10 days	2/4/16 1:00 PM	2/18/16 12:00 PM	148	319	Agranadero	DM
319	✓	1.14.2.1.2.6.2 B-020-Meter reading process: Team Review and Update	24 hrs	100%	3 days	2/18/16 1:00 PM	2/23/16 12:00 PM	318	320	Agranadero	DM
320	✓	1.14.2.1.2.6.3 B-020-Meter reading process: Approval	8 hrs	100%	1 day?	2/23/16 1:00 PM	2/24/16 12:00 PM	319	321	Agranadero	DM
321	✓	1.14.2.1.2.6.4 B-020-Meter reading process: Store Final	8 hrs	100%	1 day?	2/24/16 1:00 PM	2/25/16 12:00 PM	320		Agranadero	DM
322	✓	<b>1.14.2.1.2.7 B-040-L2- Rates and rate maintainence</b>	<b>84 hrs</b>	<b>100%</b>	<b>10.5 days?</b>	<b>1/29/16 8:00 AM</b>	<b>2/12/16 12:00 PM</b>				
323	✓	1.14.2.1.2.7.1 B-040-L2- Rates and rate maintainence: Draft Deliverable	44 hrs	100%	5.5 days	1/29/16 8:00 AM	2/5/16 12:00 PM	103,95,99	324	igrau	BIL
324	✓	1.14.2.1.2.7.2 B-040-L2- Rates and rate maintainence: Team Review and Update	24 hrs	100%	3 days	2/5/16 1:00 PM	2/10/16 12:00 PM	323	325	igrau	BIL
325	✓	1.14.2.1.2.7.3 B-040-L2- Rates and rate maintainence: Approval	8 hrs	100%	1 day?	2/10/16 1:00 PM	2/11/16 12:00 PM	324	326	igrau	BIL
326	✓	1.14.2.1.2.7.4 B-040-L2- Rates and rate maintainence: Store Final Version	8 hrs	100%	1 day?	2/11/16 1:00 PM	2/12/16 12:00 PM	325		igrau	BIL
327	✓	<b>1.14.2.1.2.8 B-050 - L3- Energy Data Management – Complex Billing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/16/16 8:00 AM</b>	<b>4/5/16 5:00 PM</b>				
328	✓	1.14.2.1.2.8.1 B-050 - Energy Data Management – Complex Billing: Draft Deliverable	80 hrs	100%	10 days	3/16/16 8:00 AM	3/29/16 5:00 PM	125	329	igrau	BIL
329	✓	1.14.2.1.2.8.2 B-050 - Energy Data Management – Complex Billing: Team Review and Update	24 hrs	100%	3 days	3/30/16 8:00 AM	4/1/16 5:00 PM	328	330	igrau	BIL
330	✓	1.14.2.1.2.8.3 B-050 - Energy Data Management – Complex Billing: Approval	8 hrs	100%	1 day?	4/4/16 8:00 AM	4/4/16 5:00 PM	329	331	igrau	BIL
331	✓	1.14.2.1.2.8.4 B-050 - Energy Data Management – Complex Billing: Store Final Version	8 hrs	100%	1 day?	4/5/16 8:00 AM	4/5/16 5:00 PM	330		igrau	BIL
332	✓	<b>1.14.2.1.2.9 O-110-010-L3-Enrollment</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
333	✓	1.14.2.1.2.9.1 O-110-010-L3-Enrollment: Draft Deliverabl	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		334	asanchezs	IDE
334	✓	1.14.2.1.2.9.2 O-110-010-L3-Enrollment: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	333	335	asanchezs	IDE
335	✓	1.14.2.1.2.9.3 O-110-010-L3-Enrollment: Approval	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	334	336	asanchezs	IDE
336	✓	1.14.2.1.2.9.4 O-110-010-L3-Enrollment: Store Final Ver	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	335		asanchezs	IDE
337	✓	<b>1.14.2.1.2.10 O-110-020-L3-Historical Data Request</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
338	✓	1.14.2.1.2.10.1 O-110-020-L3-Historical Data Request:Draft Deliverable	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		339	asanchezs	IDE

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
339	✓	1.14.2.1.2.10.2 O-110-020-L3-Historical Data Request: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	338	340	asanchezsan	IDE
340	✓	1.14.2.1.2.10.3 O-110-020-L3-Historical Data Request: A 8 hrs	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	339	341	asanchezsan	IDE
341	✓	1.14.2.1.2.10.4 O-110-020-L3-Historical Data Request: Store Final Version	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	340		asanchezsan	IDE
342	✓	<b>1.14.2.1.2.11 O-110-030-L3-De-Enrollment</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
343	✓	1.14.2.1.2.11.1 O-110-030-L3-De-Enrollment: Draft Deliv: 80 hrs	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		344	asanchezsan	IDE
344	✓	1.14.2.1.2.11.2 O-110-030-L3-De-Enrollment: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	343	345	asanchezsan	IDE
345	✓	1.14.2.1.2.11.3 O-110-030-L3-De-Enrollment: Approval	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	344	346	asanchezsan	IDE
346	✓	1.14.2.1.2.11.4 O-110-030-L3-De-Enrollment: Store Final	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	345		asanchezsan	IDE
347	✓	<b>1.14.2.1.2.12 O-110-040-L3-Customer Switching CEP</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
348	✓	1.14.2.1.2.12.1 O-110-040-L3-Customer Switching CEP: Draft Deliverable	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		349	asanchezsan	IDE
349	✓	1.14.2.1.2.12.2 O-110-040-L3-Customer Switching CEP: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	348	350	asanchezsan	IDE
350	✓	1.14.2.1.2.12.3 O-110-040-L3-Customer Switching CEP: 8 hrs	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	349	351	asanchezsan	IDE
351	✓	1.14.2.1.2.12.4 O-110-040-L3-Customer Switching CEP: Store Final Version	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	350		asanchezsan	IDE
352	✓	<b>1.14.2.1.2.13 O-110-050-L3-Customer Movement</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
353	✓	1.14.2.1.2.13.1 O-110-050-L3-Customer Movement: Draft Deliverable	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		354	asanchezsan	IDE
354	✓	1.14.2.1.2.13.2 O-110-050-L3-Customer Movement: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	353	355	asanchezsan	IDE
355	✓	1.14.2.1.2.13.3 O-110-050-L3-Customer Movement: App	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	354	356	asanchezsan	IDE
356	✓	1.14.2.1.2.13.4 O-110-050-L3-Customer Movement: Store Final Version	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	355		asanchezsan	IDE
357	✓	<b>1.14.2.1.2.14 O-110-060-L3-Supplier Changing Customer account information</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
358	✓	1.14.2.1.2.14.1 O-110-060-L3-Supplier Changing Customer account information: Draft Deliverable	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		359	asanchezsan	IDE
359	✓	1.14.2.1.2.14.2 O-110-060-L3-Supplier Changing Customer account information: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	358	360	asanchezsan	IDE
360	✓	1.14.2.1.2.14.3 O-110-060-L3-Supplier Changing Customer account information: Approval	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	359	361	asanchezsan	IDE
361	✓	1.14.2.1.2.14.4 O-110-060-L3-Supplier Changing Customer account information: Store Final Version	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	360		asanchezsan	IDE
362	✓	<b>1.14.2.1.2.15 O-110-070-L3-CMP Changing Customer account information</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
363	✓	1.14.2.1.2.15.1 O-110-070-L3-CMP Changing Customer account information: Draft Deliverable	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM		364	asanchezsan	IDE
364	✓	1.14.2.1.2.15.2 O-110-070-L3-CMP Changing Customer account information: Team Review and Update	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	363	365	asanchezsan	IDE
365	✓	1.14.2.1.2.15.3 O-110-070-L3-CMP Changing Customer account information: Approval	8 hrs	100%	1 day?	2/23/16 8:00 AM	2/23/16 5:00 PM	364	366	asanchezsan	IDE
366	✓	1.14.2.1.2.15.4 O-110-070-L3-CMP Changing Customer account information: Store Final Version	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	365		asanchezsan	IDE
367	✓	<b>1.14.2.1.2.16 O-110 Retail Access - Change of Supplier</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/10/16 1:00 PM</b>	<b>3/2/16 12:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
368	✓	1.14.2.1.2.16.1 O-110 Retail Access - Change of Supplier: Draft Deliverable	80 hrs	100%	10 days	2/10/16 1:00 PM	2/24/16 12:00 PM	281	369	asanchezsan	IDE
369	✓	1.14.2.1.2.16.2 O-110 Retail Access - Change of Supplier: Team Review and Update	24 hrs	100%	3 days	2/24/16 1:00 PM	2/29/16 12:00 PM	368	370	asanchezsan	IDE
370	✓	1.14.2.1.2.16.3 O-110 Retail Access - Change of Supplier: Approval	8 hrs	100%	1 day?	2/29/16 1:00 PM	3/1/16 12:00 PM	369	371	asanchezsan	IDE
371	✓	1.14.2.1.2.16.4 O-110 Retail Access - Change of Supplier: Store Final Version	8 hrs	100%	1 day?	3/1/16 1:00 PM	3/2/16 12:00 PM	370		asanchezsan	IDE
372	✓	<b>1.14.2.1.2.17 B-060-100- L3-Customer Consumption &amp; Billing Data Notification</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/26/16 8:00 AM</b>	<b>3/17/16 5:00 PM</b>				
373	✓	1.14.2.1.2.17.1 B-060-100- L3-Customer Consumption & Billing Data Notification: Draft Deliverable	80 hrs	100%	10 days	2/26/16 8:00 AM	3/10/16 5:00 PM		374	asanchezsan	IDE
374	✓	1.14.2.1.2.17.2 B-060-100- L3-Customer Consumption & Billing Data Notification: Team Review and Update	24 hrs	100%	3 days	3/11/16 8:00 AM	3/15/16 5:00 PM	373	375	asanchezsan	IDE
375	✓	1.14.2.1.2.17.3 B-060-100- L3-Customer Consumption & Billing Data Notification: Approval	8 hrs	100%	1 day?	3/16/16 8:00 AM	3/16/16 5:00 PM	374	376	asanchezsan	IDE
376	✓	1.14.2.1.2.17.4 B-060-100- L3-Customer Consumption & Billing Data Notification: Store Final Version	8 hrs	100%	1 day?	3/17/16 8:00 AM	3/17/16 5:00 PM	375		asanchezsan	IDE
377	✓	<b>1.14.2.1.2.18 B-070-120- L3-Customer Payment Notification</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/26/16 8:00 AM</b>	<b>3/17/16 5:00 PM</b>				
378	✓	1.14.2.1.2.18.1 B-070-120- L3-Customer Payment Notification: Draft Deliverable	80 hrs	100%	10 days	2/26/16 8:00 AM	3/10/16 5:00 PM		379	asanchezsan	IDE
379	✓	1.14.2.1.2.18.2 B-070-120- L3-Customer Payment Notification: Team Review and Update	24 hrs	100%	3 days	3/11/16 8:00 AM	3/15/16 5:00 PM	378	380	asanchezsan	IDE
380	✓	1.14.2.1.2.18.3 B-070-120- L3-Customer Payment Notification: Approval	8 hrs	100%	1 day?	3/16/16 8:00 AM	3/16/16 5:00 PM	379	381	asanchezsan	IDE
381	✓	1.14.2.1.2.18.4 B-070-120- L3-Customer Payment Notification: Store Final Version	8 hrs	100%	1 day?	3/17/16 8:00 AM	3/17/16 5:00 PM	380		asanchezsan	IDE
382	✓	<b>1.14.2.1.2.19 B-055-L2-Perform Non-consumption Billing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/25/16 8:00 AM</b>	<b>3/16/16 5:00 PM</b>				
383	✓	1.14.2.1.2.19.1 B-055 -L2- Perform Non-consumption Billing: Draft Deliverable	80 hrs	100%	10 days	2/25/16 8:00 AM	3/9/16 5:00 PM	111	384	igrau	BIL
384	✓	1.14.2.1.2.19.2 B-055 -L2- Perform Non-consumption Billing: Team Review and Update	24 hrs	100%	3 days	3/10/16 8:00 AM	3/14/16 5:00 PM	383	385	igrau	BIL
385	✓	1.14.2.1.2.19.3 B-055 -L2- Perform Non-consumption Billing: Approval	8 hrs	100%	1 day?	3/15/16 8:00 AM	3/15/16 5:00 PM	384	386	igrau	BIL
386	✓	1.14.2.1.2.19.4 B-055 -L2- Perform Non-consumption Billing: Store Final Version	8 hrs	100%	1 day?	3/16/16 8:00 AM	3/16/16 5:00 PM	385		igrau	BIL
387	✓	<b>1.14.2.1.2.20 B-060-L2- Process consumption billing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
388	✓	1.14.2.1.2.20.1 B-060-L2- Process consumption billing: Draft Deliverable	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM		389	igrau	BIL
389	✓	1.14.2.1.2.20.2 B-060-L2- Process consumption billing: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	388	390	igrau	BIL
390	✓	1.14.2.1.2.20.3 B-060-L2- Process consumption billing: A	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	389	391	igrau	BIL
391	✓	1.14.2.1.2.20.4 B-060-L2- Process consumption billing: Store Final Version	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	390		igrau	BIL
392	✓	<b>1.14.2.1.2.21 B-060-L3- Review Rate Allocation and Parameters</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/1/16 1:00 PM</b>	<b>2/22/16 12:00 PM</b>				
393	✓	1.14.2.1.2.21.1 B-060-L3- Review Rate Allocation and Parameters: Draft Deliverable	80 hrs	100%	10 days	2/1/16 1:00 PM	2/15/16 12:00 PM	97	394	igrau	BIL
394	✓	1.14.2.1.2.21.2 B-060-L3- Review Rate Allocation and Parameters: Team Review and Update	24 hrs	100%	3 days	2/15/16 1:00 PM	2/18/16 12:00 PM	393	395	igrau	BIL

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
395	✓	1.14.2.1.2.21.3 B-060-L3- Review Rate Allocation and Parameters: Approval	8 hrs	100%	1 day?	2/18/16 1:00 PM	2/19/16 12:00 PM	394	396	igrau	BIL
396	✓	1.14.2.1.2.21.4 B-060-L3- Review Rate Allocation and Parameters: Store Final Version	8 hrs	100%	1 day?	2/19/16 1:00 PM	2/22/16 12:00 PM	395		igrau	BIL
397	✓	<b>1.14.2.1.2.22 B-060-L3-Billing and Invoicing Process</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/2/16 8:00 AM</b>	<b>2/22/16 5:00 PM</b>				
398	✓	1.14.2.1.2.22.1 B-060-L3-Billing and Invoicing Process: Draft Deliverable	80 hrs	100%	10 days	2/2/16 8:00 AM	2/15/16 5:00 PM	97	399	igrau	BIL
399	✓	1.14.2.1.2.22.2 B-060-L3-Billing and Invoicing Process: Team Review and Update	24 hrs	100%	3 days	2/16/16 8:00 AM	2/18/16 5:00 PM	398	400	igrau	BIL
400	✓	1.14.2.1.2.22.3 B-060-L3-Billing and Invoicing Process: A	8 hrs	100%	1 day?	2/19/16 8:00 AM	2/19/16 5:00 PM	399	401	igrau	BIL
401	✓	1.14.2.1.2.22.4 B-060-L3-Billing and Invoicing Process: Store Final Version	8 hrs	100%	1 day?	2/22/16 8:00 AM	2/22/16 5:00 PM	400		igrau	BIL
402	✓	<b>1.14.2.1.2.23 B-060-L3-Invoice Printing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/17/16 1:00 PM</b>	<b>4/7/16 12:00 PM</b>				
403	✓	1.14.2.1.2.23.1 B-060-L3-Invoice Printing : Draft Delivera	80 hrs	100%	10 days	3/17/16 1:00 PM	3/31/16 12:00 PM	121	404	igrau	BIL
404	✓	1.14.2.1.2.23.2 B-060-L3-Invoice Printing : Team Review and Update	24 hrs	100%	3 days	3/31/16 1:00 PM	4/5/16 12:00 PM	403	405	igrau	BIL
405	✓	1.14.2.1.2.23.3 B-060-L3-Invoice Printing : Approval	8 hrs	100%	1 day?	4/5/16 1:00 PM	4/6/16 12:00 PM	404	406	igrau	BIL
406	✓	1.14.2.1.2.23.4 B-060-L3-Invoice Printing : Store Final Ve	8 hrs	100%	1 day?	4/6/16 1:00 PM	4/7/16 12:00 PM	405		igrau	BIL
407	✓	<b>1.14.2.1.2.24 B-060-L3-Collective Invoice</b>	<b>100 hrs</b>	<b>100%</b>	<b>12.5 days?</b>	<b>3/22/16 1:00 PM</b>	<b>4/7/16 5:00 PM</b>				
408	✓	1.14.2.1.2.24.1 B-060-L3-Collective Invoice : Draft Delive	60 hrs	100%	7.5 days	3/22/16 1:00 PM	3/31/16 5:00 PM	107,127,279	409	igrau	BIL
409	✓	1.14.2.1.2.24.2 B-060-L3-Collective Invoice : Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	408	410	igrau	BIL
410	✓	1.14.2.1.2.24.3 B-060-L3-Collective Invoice : Approval	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	409	411	igrau	BIL
411	✓	1.14.2.1.2.24.4 B-060-L3-Collective Invoice : Store Final	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	410		igrau	BIL
412	✓	<b>1.14.2.1.2.25 B-070 -L3- Clearing Rules</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
413	✓	1.14.2.1.2.25.1 B-070 -L3- Clearing Rules: Draft Delivera	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM			Lkhowala	CA
414	✓	1.14.2.1.2.25.2 B-070 -L3- Clearing Rules: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM			Lkhowala	CA
415	✓	1.14.2.1.2.25.3 B-070 -L3- Clearing Rules: Approval	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM			Lkhowala	CA
416	✓	1.14.2.1.2.25.4 B-070 -L3- Clearing Rules: Store Final Ve	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM			Lkhowala	CA
417	✓	<b>1.14.2.1.2.26 B-070-L2 Receive Payments</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
418	✓	1.14.2.1.2.26.1 B-070-L2 Receive Payments: Draft Delive	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM		419	Lkhowala	CA
419	✓	1.14.2.1.2.26.2 B-070-L2 Receive Payments: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	418	420	Lkhowala	CA
420	✓	1.14.2.1.2.26.3 B-070-L2 Receive Payments: Approval	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	419	421	Lkhowala	CA
421	✓	1.14.2.1.2.26.4 B-070-L2 Receive Payments: Store Final	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	420		Lkhowala	CA
422	✓	<b>1.14.2.1.2.27 B-070 -L3- Process Incoming Payments</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/1/16 8:00 AM</b>	<b>2/19/16 5:00 PM</b>				
423	✓	1.14.2.1.2.27.1 B-070 -L3- Process Incoming Payments: Draft Deliverable	80 hrs	100%	10 days	2/1/16 8:00 AM	2/12/16 5:00 PM	240FS+7 days	424	Lkhowala	CA
424	✓	1.14.2.1.2.27.2 B-070 -L3- Process Incoming Payments: Team Review and Update	24 hrs	100%	3 days	2/15/16 8:00 AM	2/17/16 5:00 PM	423	425	Lkhowala	CA
425	✓	1.14.2.1.2.27.3 B-070 -L3- Process Incoming Payments: Approval	8 hrs	100%	1 day?	2/18/16 8:00 AM	2/18/16 5:00 PM	424	426	Lkhowala	CA
426	✓	1.14.2.1.2.27.4 B-070 -L3- Process Incoming Payments: Store Final Version	8 hrs	100%	1 day?	2/19/16 8:00 AM	2/19/16 5:00 PM	425		Lkhowala	CA
427	✓	<b>1.14.2.1.2.28 B-070 -L3- Process Outgoing Payments</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/15/16 8:00 AM</b>	<b>4/4/16 5:00 PM</b>				
428	✓	1.14.2.1.2.28.1 B-070 -L3- Process Outgoing Payments : Draft Deliverable	80 hrs	100%	10 days	3/15/16 8:00 AM	3/28/16 5:00 PM	242	429	Lkhowala	CA

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
429	✓	1.14.2.1.2.28.2 B-070 -L3- Process Outgoing Payments : Team Review and Update	24 hrs	100%	3 days	3/29/16 8:00 AM	3/31/16 5:00 PM	428	430	Lkhowala	CA	
430	✓	1.14.2.1.2.28.3 B-070 -L3- Process Outgoing Payments: 8 hrs	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	429	431	Lkhowala	CA	
431	✓	1.14.2.1.2.28.4 B-070 -L3- Process Outgoing Payments : Store Final Version	8 hrs	100%	1 day?	4/4/16 8:00 AM	4/4/16 5:00 PM	430		Lkhowala	CA	
432	✓	<b>1.14.2.1.2.29 B-070 - L3 -Process Cash Reconciliation</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>					
433	✓	1.14.2.1.2.29.1 B-070 - L3 -Process Cash Reconciliation: Draft Deliverable	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM	242	434	Lkhowala	CA	
434	✓	1.14.2.1.2.29.2 B-070 - L3 -Process Cash Reconciliation: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	433	435	Lkhowala	CA	
435	✓	1.14.2.1.2.29.3 B-070 - L3 -Process Cash Reconciliation: 8 hrs	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	434	436	Lkhowala	CA	
436	✓	1.14.2.1.2.29.4 B-070 - L3 -Process Cash Reconciliation: Store Final Version	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	435		Lkhowala	CA	
437	✓	<b>1.14.2.1.2.30 B-075 - L2 - Payment Returns</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/23/16 8:00 AM</b>	<b>3/14/16 5:00 PM</b>					
438	✓	1.14.2.1.2.30.1 B-075 - L2 - Payment Returns: Draft Deli80 hrs	80 hrs	100%	10 days	2/23/16 8:00 AM	3/7/16 5:00 PM	250	439	Lkhowala	CA	
439	✓	1.14.2.1.2.30.2 B-075 - L2 - Payment Returns: Team Review and Update	24 hrs	100%	3 days	3/8/16 8:00 AM	3/10/16 5:00 PM	438	440	Lkhowala	CA	
440	✓	1.14.2.1.2.30.3 B-075 - L2 - Payment Returns: Approval 8 hrs	8 hrs	100%	1 day?	3/11/16 8:00 AM	3/11/16 5:00 PM	439	441	Lkhowala	CA	
441	✓	1.14.2.1.2.30.4 B-075 - L2 - Payment Returns: Store Fin8 hrs	8 hrs	100%	1 day?	3/14/16 8:00 AM	3/14/16 5:00 PM	440		Lkhowala	CA	
442	✓	<b>1.14.2.1.2.31 B-090-L2 Manage Collections</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>					
443	✓	1.14.2.1.2.31.1 B-090-L2 Manage Collections: Draft Deli80 hrs	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM		444	Lkhowala	CA	
444	✓	1.14.2.1.2.31.2 B-090-L2 Manage Collections: Team Review and Update	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	443	445	Lkhowala	CA	
445	✓	1.14.2.1.2.31.3 B-090-L2 Manage Collections: Approval 8 hrs	8 hrs	100%	1 day?	3/31/16 8:00 AM	3/31/16 5:00 PM	444	446	Lkhowala	CA	
446	✓	1.14.2.1.2.31.4 B-090-L2 Manage Collections: Store Fin8 hrs	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	445		Lkhowala	CA	
447	✓	<b>1.14.2.1.2.32 B-100-L2: Manage Overdue Customers</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>					
448	✓	1.14.2.1.2.32.1 B-100-L2: Manage Overdue Customers: Draft Deliverable 80 hrs	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM		449	Lkhowala	CA	
449	✓	1.14.2.1.2.32.2 B-100-L2: Manage Overdue Customers: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	448	450	Lkhowala	CA	
450	✓	1.14.2.1.2.32.3 B-100-L2: Manage Overdue Customers: /8 hrs	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	449	451	Lkhowala	CA	
451	✓	1.14.2.1.2.32.4 B-100-L2: Manage Overdue Customers: 8 hrs Store Final Version	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	450		Lkhowala	CA	
452	✓	<b>1.14.2.1.2.33 B-100 - L3 -Manage Write Off</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/16/16 8:00 AM</b>	<b>3/7/16 5:00 PM</b>					
453	✓	1.14.2.1.2.33.1 B-100 - L3 -Manage Write Off: Draft Deli80 hrs	80 hrs	100%	10 days	2/16/16 8:00 AM	2/29/16 5:00 PM	248	454	Lkhowala	CA	
454	✓	1.14.2.1.2.33.2 B-100 - L3 -Manage Write Off: Team Review and Update	24 hrs	100%	3 days	3/1/16 8:00 AM	3/3/16 5:00 PM	453	455	Lkhowala	CA	
455	✓	1.14.2.1.2.33.3 B-100 - L3 -Manage Write Off: Approval 8 hrs	8 hrs	100%	1 day	3/4/16 8:00 AM	3/4/16 5:00 PM	454	456	Lkhowala	CA	
456	✓	1.14.2.1.2.33.4 B-100 - L3 -Manage Write Off: Store Fin8 hrs	8 hrs	100%	1 day?	3/7/16 8:00 AM	3/7/16 5:00 PM	455		Lkhowala	CA	
457	✓	<b>1.14.2.1.2.34 B-100 - L3 -Manage Bankruptcy</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>					
458	✓	1.14.2.1.2.34.1 B-100 - L3 -Manage Bankruptcy: Draft Deli80 hrs	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM	254	459	Lkhowala	CA	
459	✓	1.14.2.1.2.34.2 B-100 - L3 -Manage Bankruptcy: Team Review and Update	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	458	460	Lkhowala	CA	
460	✓	1.14.2.1.2.34.3 B-100 - L3 -Manage Bankruptcy: Approval 8 hrs	8 hrs	100%	1 day	3/31/16 8:00 AM	3/31/16 5:00 PM	459	461	Lkhowala	CA	
461	✓	1.14.2.1.2.34.4 B-100 - L3 -Manage Bankruptcy: Store Final Version	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	460		Lkhowala	CA	
462	✓	<b>1.14.2.1.2.35 B-100 - L3 -Manage Dunning Process</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/22/16 8:00 AM</b>	<b>3/11/16 5:00 PM</b>					

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
463	✓	1.14.2.1.2.35.1 B-100 - L3 -Manage Dunning Process: Draft Deliverable	80 hrs	100%	10 days	2/22/16 8:00 AM	3/4/16 5:00 PM	254	464	Lkhowala	CA
464	✓	1.14.2.1.2.35.2 B-100 - L3 -Manage Dunning Process: Team Review and Update	24 hrs	100%	3 days	3/7/16 8:00 AM	3/9/16 5:00 PM	463	465	Lkhowala	CA
465	✓	1.14.2.1.2.35.3 B-100 - L3 -Manage Dunning Process: Approval	8 hrs	100%	1 day	3/10/16 8:00 AM	3/10/16 5:00 PM	464	466	Lkhowala	CA
466	✓	1.14.2.1.2.35.4 B-100 - L3 -Manage Dunning Process: Store Final Version	8 hrs	100%	1 day?	3/11/16 8:00 AM	3/11/16 5:00 PM	465		Lkhowala	CA
467	✓	<b>1.14.2.1.2.36 B-120 - L2 Maintain Customer Account</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
468	✓	1.14.2.1.2.36.1 B-120 - L2 Maintain Customer AccountDraft Deliverable	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM		469	avchakrabarti	CS
469	✓	1.14.2.1.2.36.2 B-120 - L2 Maintain Customer Account: Team Review and Update	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	468	470	avchakrabarti	CS
470	✓	1.14.2.1.2.36.3 B-120 - L2 Maintain Customer Account: Approval	8 hrs	100%	1 day?	3/31/16 8:00 AM	3/31/16 5:00 PM	469	471	avchakrabarti	CS
471	✓	1.14.2.1.2.36.4 B-120 - L2 Maintain Customer Account: Store Final Version	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	470		avchakrabarti	CS
472	✓	<b>1.14.2.1.2.37 B-120 - L3 Business Master Data BP/BuAg</b>	<b>88 hrs</b>	<b>100%</b>	<b>11 days?</b>	<b>2/2/16 1:00 PM</b>	<b>2/17/16 12:00 PM</b>				
473	✓	1.14.2.1.2.37.1 B-120 - L3 Business Master Data BP/BuAg: Draft Deliverable	48 hrs	100%	6 days	2/2/16 1:00 PM	2/10/16 12:00 PM	185,234,226474		avchakrabarti	CS
474	✓	1.14.2.1.2.37.2 B-120 - L3 Business Master Data BP/BuAg: Team Review and Update	24 hrs	100%	3 days	2/10/16 1:00 PM	2/15/16 12:00 PM	473	475	avchakrabarti	CS
475	✓	1.14.2.1.2.37.3 B-120 - L3 Business Master Data BP/BuAg: Approval	8 hrs	100%	1 day	2/15/16 1:00 PM	2/16/16 12:00 PM	474	476	avchakrabarti	CS
476	✓	1.14.2.1.2.37.4 B-120 - L3 Business Master Data BP/BuAg: Store Final Version	8 hrs	100%	1 day?	2/16/16 1:00 PM	2/17/16 12:00 PM	475		avchakrabarti	CS
477	✓	<b>1.14.2.1.2.38 B-120 - L3 Business Master Data-Adjustments</b>	<b>128 hrs</b>	<b>100%</b>	<b>16 days?</b>	<b>3/9/16 8:00 AM</b>	<b>3/30/16 5:00 PM</b>				
478	✓	1.14.2.1.2.38.1 B-120 - L3 Business Master Data-Adjustments : Draft Deliverable	88 hrs	100%	11 days	3/9/16 8:00 AM	3/23/16 5:00 PM	185,234,226479		avchakrabarti	CS
479	✓	1.14.2.1.2.38.2 B-120 - L3 Business Master Data-Adjustments : Team Review and Update	24 hrs	100%	3 days	3/24/16 8:00 AM	3/28/16 5:00 PM	478	480	avchakrabarti	CS
480	✓	1.14.2.1.2.38.3 B-120 - L3 Business Master Data-Adjustments : Approval	8 hrs	100%	1 day	3/29/16 8:00 AM	3/29/16 5:00 PM	479	481	avchakrabarti	CS
481	✓	1.14.2.1.2.38.4 B-120 - L3 Business Master Data-Adjustments: Store Final Version	8 hrs	100%	1 day?	3/30/16 8:00 AM	3/30/16 5:00 PM	480		avchakrabarti	CS
482	✓	<b>1.14.2.1.2.39 B-120-L3-Maintain Contract Account</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/2/16 1:00 PM</b>	<b>2/23/16 12:00 PM</b>				
483	✓	1.14.2.1.2.39.1 B-120-L3-Maintain Contract Account: Draft Deliverable	80 hrs	100%	10 days	2/2/16 1:00 PM	2/16/16 12:00 PM	185,234,226484		Lkhowala	CA
484	✓	1.14.2.1.2.39.2 B-120-L3-Maintain Contract Account: Team Review and Update	24 hrs	100%	3 days	2/16/16 1:00 PM	2/19/16 12:00 PM	483	485	Lkhowala	CA
485	✓	1.14.2.1.2.39.3 B-120-L3-Maintain Contract Account: Approval	8 hrs	100%	1 day	2/19/16 1:00 PM	2/22/16 12:00 PM	484	486	Lkhowala	CA
486	✓	1.14.2.1.2.39.4 B-120-L3-Maintain Contract Account: Store Final Version	8 hrs	100%	1 day?	2/22/16 1:00 PM	2/23/16 12:00 PM	485		Lkhowala	CA
487	✓	<b>1.14.2.1.2.40 DC-010-L2 Perform Transaction Processing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/22/16 8:00 AM</b>	<b>3/11/16 5:00 PM</b>				
488	✓	1.14.2.1.2.40.1 DC-010-L2 Perform Transaction Processing : Draft Deliverable	80 hrs	100%	10 days	2/22/16 8:00 AM	3/4/16 5:00 PM	185,234,226489		Lkhowala	CA
489	✓	1.14.2.1.2.40.2 DC-010-L2 Perform Transaction Processing : Team Review and Update	24 hrs	100%	3 days	3/7/16 8:00 AM	3/9/16 5:00 PM	488	490	Lkhowala	CA
490	✓	1.14.2.1.2.40.3 DC-010-L2 Perform Transaction Processing : Approval	8 hrs	100%	1 day	3/10/16 8:00 AM	3/10/16 5:00 PM	489	491	Lkhowala	CA
491	✓	1.14.2.1.2.40.4 DC-010-L2 Perform Transaction Processing : Store Final Version	8 hrs	100%	1 day?	3/11/16 8:00 AM	3/11/16 5:00 PM	490		Lkhowala	CA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
492	✓	<b>1.14.2.1.2.41 B-130 - L2 Develop and Administer Fraud Policy: Draft Deliverable</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/15/16 8:00 AM</b>	<b>4/4/16 5:00 PM</b>				
493	✓	1.14.2.1.2.41.1 B-130 - L2 Develop and Administer Fraud Policy: Draft Deliverable	80 hrs	100%	10 days	3/15/16 8:00 AM	3/28/16 5:00 PM		494	avchakrabarti	CS
494	✓	1.14.2.1.2.41.2 B-130 - L2 Develop and Administer Fraud Policy: Team Review and Update	24 hrs	100%	3 days	3/29/16 8:00 AM	3/31/16 5:00 PM	493	495	avchakrabarti	CS
495	✓	1.14.2.1.2.41.3 B-130 - L2 Develop and Administer Fraud Policy: Approval	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	494	496	avchakrabarti	CS
496	✓	1.14.2.1.2.41.4 B-130 - L2 Develop and Administer Fraud Policy: Store Final Version	8 hrs	100%	1 day?	4/4/16 8:00 AM	4/4/16 5:00 PM	495		avchakrabarti	CS
497	✓	<b>1.14.2.1.2.42 B-140-L2 Manage exceptions</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/29/16 8:00 AM</b>	<b>3/18/16 5:00 PM</b>				
498	✓	1.14.2.1.2.42.1 B-140-L2 Manage exceptions: Draft Deliv	80 hrs	100%	10 days	2/29/16 8:00 AM	3/11/16 5:00 PM		499	igrau	BIL
499	✓	1.14.2.1.2.42.2 B-140-L2 Manage exceptions: Team Review and Update	24 hrs	100%	3 days	3/14/16 8:00 AM	3/16/16 5:00 PM	498	500	igrau	BIL
500	✓	1.14.2.1.2.42.3 B-140-L2 Manage exceptions: Approval	8 hrs	100%	1 day?	3/17/16 8:00 AM	3/17/16 5:00 PM	499	501	igrau	BIL
501	✓	1.14.2.1.2.42.4 B-140-L2 Manage exceptions: Store Fina	8 hrs	100%	1 day?	3/18/16 8:00 AM	3/18/16 5:00 PM	500		igrau	BIL
502	✓	<b>1.14.2.1.2.43 B-140-L3-Manage Exceptions</b>	<b>92 hrs</b>	<b>100%</b>	<b>12 days?</b>	<b>2/26/16 8:00 AM</b>	<b>3/14/16 5:00 PM</b>				
503	✓	1.14.2.1.2.43.1 B-140 - Manage Exceptions: Draft Deliverable	52 hrs	100%	6.5 days	2/26/16 8:00 AM	3/7/16 12:00 PM		504	igrau	BIL
504	✓	1.14.2.1.2.43.2 B-140 - Manage Exceptions: Team Review and Update	24 hrs	100%	3 days	3/8/16 8:00 AM	3/10/16 5:00 PM	503	505	igrau	BIL
505	✓	1.14.2.1.2.43.3 B-140 - Manage Exceptions: Approval	8 hrs	100%	1 day	3/11/16 8:00 AM	3/11/16 5:00 PM	504	506	igrau	BIL
506	✓	1.14.2.1.2.43.4 B-140 - Manage Exceptions: Store Final Version	8 hrs	100%	1 day?	3/14/16 8:00 AM	3/14/16 5:00 PM	505		igrau	BIL
507	✓	<b>1.14.2.1.2.44 B-140-L3-Perform Bill Adjustments</b>	<b>92 hrs</b>	<b>100%</b>	<b>12 days?</b>	<b>2/26/16 8:00 AM</b>	<b>3/14/16 5:00 PM</b>				
508	✓	1.14.2.1.2.44.1 B-140-L3-Perform Bill Adjustments: Draft Deliverable	52 hrs	100%	6.5 days	2/26/16 8:00 AM	3/7/16 12:00 PM		509	igrau	BIL
509	✓	1.14.2.1.2.44.2 B-140-L3-Perform Bill Adjustments: Team Review and Update	24 hrs	100%	3 days	3/8/16 8:00 AM	3/10/16 5:00 PM	508	510	igrau	BIL
510	✓	1.14.2.1.2.44.3 B-140-L3-Perform Bill Adjustments: Approval	8 hrs	100%	1 day	3/11/16 8:00 AM	3/11/16 5:00 PM	509	511	igrau	BIL
511	✓	1.14.2.1.2.44.4 B-140-L3-Perform Bill Adjustments: Store Final Version	8 hrs	100%	1 day?	3/14/16 8:00 AM	3/14/16 5:00 PM	510		igrau	BIL
512	✓	<b>1.14.2.1.2.45 DC-020-L2 Maintain General Ledger</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
513	✓	1.14.2.1.2.45.1 DC-020-L2 Maintain General Ledger: Draft Deliverable	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM		514	Lkhowala	CA
514	✓	1.14.2.1.2.45.2 DC-020-L2 Maintain General Ledger: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	513	515	Lkhowala	CA
515	✓	1.14.2.1.2.45.3 DC-020-L2 Maintain General Ledger: Approval	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	514	516	Lkhowala	CA
516	✓	1.14.2.1.2.45.4 DC-020-L2 Maintain General Ledger: Store Final Version	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	515		Lkhowala	CA
517	✓	<b>1.14.2.1.2.46 DC-030-L2 Perform Closing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
518	✓	1.14.2.1.2.46.1 DC-030-L2 Perform Closing: Draft Deliverable	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM		519	Lkhowala	CA
519	✓	1.14.2.1.2.46.2 DC-030-L2 Perform Closing: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	518	520	Lkhowala	CA
520	✓	1.14.2.1.2.46.3 DC-030-L2 Perform Closing: Approval	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	519	521	Lkhowala	CA
521	✓	1.14.2.1.2.46.4 DC-030-L2 Perform Closing: Store Final Version	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	520		Lkhowala	CA
522	✓	<b>1.14.2.1.2.47 DC-060-L2 Manage Taxes</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/18/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
523	✓	1.14.2.1.2.47.1 DC-060-L2 Manage Taxes: Draft Deliverable	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM		524	Lkhowala	CA
524	✓	1.14.2.1.2.47.2 DC-060-L2 Manage Taxes: Team Review and Update	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	523	525	Lkhowala	CA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
525	✓	1.14.2.1.2.47.3 DC-060-L2 Manage Taxes: Approval	8 hrs	100%	1 day?	4/6/16 8:00 AM	4/6/16 5:00 PM	524	526	Lkhowala	CA
526	✓	1.14.2.1.2.47.4 DC-060-L2 Manage Taxes: Store Final V	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	525		Lkhowala	CA
527	✓	<b>1.14.2.1.2.48 L-015-L2 Define Meter Logistics</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/16/16 8:00 AM</b>	<b>3/7/16 5:00 PM</b>				
528	✓	1.14.2.1.2.48.1 L-015-L2 Define Meter Logistics: Draft De	80 hrs	100%	10 days	2/16/16 8:00 AM	2/29/16 5:00 PM		529	Agranadero	DM
529	✓	1.14.2.1.2.48.2 L-015-L2 Define Meter Logistics: Team Review and Update	24 hrs	100%	3 days	3/1/16 8:00 AM	3/3/16 5:00 PM	528	530	Agranadero	DM
530	✓	1.14.2.1.2.48.3 L-015-L2 Define Meter Logistics: Approval	8 hrs	100%	1 day?	3/4/16 8:00 AM	3/4/16 5:00 PM	529	531	Agranadero	DM
531	✓	1.14.2.1.2.48.4 L-015-L2 Define Meter Logistics: Store Final Version	8 hrs	100%	1 day?	3/7/16 8:00 AM	3/7/16 5:00 PM	530		Agranadero	DM
532	✓	<b>1.14.2.1.2.49 L-015-050-L3-Create Technical Master Data</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/5/16 8:00 AM</b>	<b>2/25/16 5:00 PM</b>				
533	✓	1.14.2.1.2.49.1 Draft Deliverable:L-015-050-L3-Create Technical Master Data	80 hrs	100%	10 days	2/5/16 8:00 AM	2/18/16 5:00 PM		534	Agranadero	DM
534	✓	1.14.2.1.2.49.2 Team Review and Update: L-015-050-L3-Create Technical Master Data	24 hrs	100%	3 days	2/19/16 8:00 AM	2/23/16 5:00 PM	533	535	Agranadero	DM
535	✓	1.14.2.1.2.49.3 Approval: L-015-050-L3-Create Technical Master Data	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	534	536	Agranadero	DM
536	✓	1.14.2.1.2.49.4 Store Final Version: L-015-050-L3-Create Technical Master Data	8 hrs	100%	1 day?	2/25/16 8:00 AM	2/25/16 5:00 PM	535		Agranadero	DM
537	✓	<b>1.14.2.1.2.50 L-015-L3-Device Master Data</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>1/25/16 8:00 AM</b>	<b>2/12/16 5:00 PM</b>				
538	✓	1.14.2.1.2.50.1 Draft Deliverable: L-015 - Define meter lo	80 hrs	100%	10 days	1/25/16 8:00 AM	2/5/16 5:00 PM	138	539	Agranadero	DM
539	✓	1.14.2.1.2.50.2 Team Review and Update: L-015 - Define meter logistics	24 hrs	100%	3 days	2/8/16 8:00 AM	2/10/16 5:00 PM	538	540	Agranadero	DM
540	✓	1.14.2.1.2.50.3 Approval: L-015 - Define meter logistics	8 hrs	100%	1 day	2/11/16 8:00 AM	2/11/16 5:00 PM	539	541	Agranadero	DM
541	✓	1.14.2.1.2.50.4 Store Final Version: L-015 - Define meter	8 hrs	100%	1 day?	2/12/16 8:00 AM	2/12/16 5:00 PM	540		Agranadero	DM
542	✓	<b>1.14.2.1.2.51 L-020-L2 Receive and Store Goods</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/29/16 8:00 AM</b>	<b>3/18/16 5:00 PM</b>				
543	✓	1.14.2.1.2.51.1 L-020-L2 Receive and Store Goods: Draft Deliverable	80 hrs	100%	10 days	2/29/16 8:00 AM	3/11/16 5:00 PM		544	Agranadero	DM
544	✓	1.14.2.1.2.51.2 L-020-L2 Receive and Store Goods: Team Review and Update	24 hrs	100%	3 days	3/14/16 8:00 AM	3/16/16 5:00 PM	543	545	Agranadero	DM
545	✓	1.14.2.1.2.51.3 L-020-L2 Receive and Store Goods: Approval	8 hrs	100%	1 day?	3/17/16 8:00 AM	3/17/16 5:00 PM	544	546	Agranadero	DM
546	✓	1.14.2.1.2.51.4 L-020-L2 Receive and Store Goods: Store Final Version	8 hrs	100%	1 day?	3/18/16 8:00 AM	3/18/16 5:00 PM	545		Agranadero	DM
547	✓	<b>1.14.2.1.2.52 L-020-L3-Device Inventory Management</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>1/25/16 8:00 AM</b>	<b>2/12/16 5:00 PM</b>				
548	✓	1.14.2.1.2.52.1 Draft Deliverable: L-020- Receive and sto	80 hrs	100%	10 days	1/25/16 8:00 AM	2/5/16 5:00 PM	142	549	Agranadero	DM
549	✓	1.14.2.1.2.52.2 Team Review and Update: L-020- Receive and store goods	24 hrs	100%	3 days	2/8/16 8:00 AM	2/10/16 5:00 PM	548	550	Agranadero	DM
550	✓	1.14.2.1.2.52.3 Approval: L-020- Receive and store good	8 hrs	100%	1 day	2/11/16 8:00 AM	2/11/16 5:00 PM	549	551	Agranadero	DM
551	✓	1.14.2.1.2.52.4 Store Final Version: L-020- Receive and store goods	8 hrs	100%	1 day?	2/12/16 8:00 AM	2/12/16 5:00 PM	550		Agranadero	DM
552	✓	<b>1.14.2.1.2.53 L-020-L3-Capture Device Test Results</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/12/16 8:00 AM</b>	<b>3/3/16 5:00 PM</b>				
553	✓	1.14.2.1.2.53.1 Draft Deliverable: L-020-L3-Capture Device Test Results	80 hrs	100%	10 days	2/12/16 8:00 AM	2/25/16 5:00 PM	158	554	Agranadero	DM
554	✓	1.14.2.1.2.53.2 Team Review and Update: L-020-L3-Capture Device Test Results	24 hrs	100%	3 days	2/26/16 8:00 AM	3/1/16 5:00 PM	553	555	Agranadero	DM
555	✓	1.14.2.1.2.53.3 Approval: L-020-L3-Capture Device Test	8 hrs	100%	1 day	3/2/16 8:00 AM	3/2/16 5:00 PM	554	556	Agranadero	DM
556	✓	1.14.2.1.2.53.4 Store Final Version:L-020-L3-Capture Device Test Results	8 hrs	100%	1 day?	3/3/16 8:00 AM	3/3/16 5:00 PM	555		Agranadero	DM

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
557	✓	<b>1.14.2.1.2.54 L-020-L3-Periodic Replacement Program</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/12/16 8:00 AM</b>	<b>3/3/16 5:00 PM</b>					
558	✓	1.14.2.1.2.54.1 Draft Deliverable: L-020-L3-Periodic Replacement Program	80 hrs	100%	10 days	2/12/16 8:00 AM	2/25/16 5:00 PM	158	559	Agranadero	DM	
559	✓	1.14.2.1.2.54.2 Team Review and Update: L-020-L3-Periodic Replacement Program	24 hrs	100%	3 days	2/26/16 8:00 AM	3/1/16 5:00 PM	558	560	Agranadero	DM	
560	✓	1.14.2.1.2.54.3 Approval: L-020-L3-Periodic Replacement Program	8 hrs	100%	1 day	3/2/16 8:00 AM	3/2/16 5:00 PM	559	561	Agranadero	DM	
561	✓	1.14.2.1.2.54.4 Store Final Version: L-020-L3-Periodic Replacement Program	8 hrs	100%	1 day?	3/3/16 8:00 AM	3/3/16 5:00 PM	560		Agranadero	DM	
562	✓	<b>1.14.2.1.2.55 O-010- L2 Contract Management</b>	<b>108 hrs</b>	<b>100%</b>	<b>13.5 days?</b>	<b>2/2/16 1:00 PM</b>	<b>2/19/16 5:00 PM</b>					
563	✓	1.14.2.1.2.55.1 Draft Deliverable: O-010- L2 Contract Management	68 hrs	100%	8.5 days	2/2/16 1:00 PM	2/12/16 5:00 PM	185,234,226	564	avchakrabarti	CS	
564	✓	1.14.2.1.2.55.2 Team Review and Update: O-010- L2 Contract Management	24 hrs	100%	3 days	2/15/16 8:00 AM	2/17/16 5:00 PM	563	565	avchakrabarti	CS	
565	✓	1.14.2.1.2.55.3 Approval: O-010- L2 Contract Management	8 hrs	100%	1 day	2/18/16 8:00 AM	2/18/16 5:00 PM	564	566	avchakrabarti	CS	
566	✓	1.14.2.1.2.55.4 Store Final Version: O-010- L2 Contract Management	8 hrs	100%	1 day?	2/19/16 8:00 AM	2/19/16 5:00 PM	565		avchakrabarti	CS	
567	✓	<b>1.14.2.1.2.56 O-030- Capture Order Information</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>					
568	✓	1.14.2.1.2.56.1 Draft Deliverable: O-030- Capture Order Information	180 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM		569	jguinovart	DM	
569	✓	1.14.2.1.2.56.2 Team Review and Update: O-030- Capture Order Information	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	568	570	jguinovart	DM	
570	✓	1.14.2.1.2.56.3 Approval: O-030- Capture Order Information	8 hrs	100%	1 day	3/31/16 8:00 AM	3/31/16 5:00 PM	569	571	jguinovart	DM	
571	✓	1.14.2.1.2.56.4 Store Final Version: O-030- Capture Order Information	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	570		jguinovart	DM	
572	✓	<b>1.14.2.1.2.57 O-040-L3- Process Security Deposits</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>1/25/16 8:00 AM</b>	<b>2/12/16 5:00 PM</b>					
573	✓	1.14.2.1.2.57.1 Draft Deliverable: O-040-L3- Process Security Deposits	80 hrs	100%	10 days	1/25/16 8:00 AM	2/5/16 5:00 PM	232	574	Lkhowala	CA	
574	✓	1.14.2.1.2.57.2 Team Review and Update: O-040-L3- Process Security Deposits	24 hrs	100%	3 days	2/8/16 8:00 AM	2/10/16 5:00 PM	573	575	Lkhowala	CA	
575	✓	1.14.2.1.2.57.3 Approval: O-040-L3- Process Security Deposits	8 hrs	100%	1 day	2/11/16 8:00 AM	2/11/16 5:00 PM	574	576	Lkhowala	CA	
576	✓	1.14.2.1.2.57.4 Store Final Version: O-040-L3- Process Security Deposits	8 hrs	100%	1 day?	2/12/16 8:00 AM	2/12/16 5:00 PM	575		Lkhowala	CA	
577	✓	<b>1.14.2.1.2.58 O-040-L2 Perform Credit Analysis</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/25/16 8:00 AM</b>	<b>3/16/16 5:00 PM</b>					
578	✓	1.14.2.1.2.58.1 O-040-L2 Perform Credit Analysis: Draft Deliverable	80 hrs	100%	10 days	2/25/16 8:00 AM	3/9/16 5:00 PM		579	Lkhowala	CA	
579	✓	1.14.2.1.2.58.2 O-040-L2 Perform Credit Analysis: Team Review and Update	24 hrs	100%	3 days	3/10/16 8:00 AM	3/14/16 5:00 PM	578	580	Lkhowala	CA	
580	✓	1.14.2.1.2.58.3 O-040-L2 Perform Credit Analysis: Approval	8 hrs	100%	1 day?	3/15/16 8:00 AM	3/15/16 5:00 PM	579	581	Lkhowala	CA	
581	✓	1.14.2.1.2.58.4 O-040-L2 Perform Credit Analysis: Store Final Version	8 hrs	100%	1 day?	3/16/16 8:00 AM	3/16/16 5:00 PM	580		Lkhowala	CA	
582	✓	<b>1.14.2.1.2.59 O-040-L3-Manage Customer Credit Worthiness</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/17/16 8:00 AM</b>	<b>3/8/16 5:00 PM</b>					
583	✓	1.14.2.1.2.59.1 Draft Deliverable: O-040-L3-Manage Customer Credit Worthiness	80 hrs	100%	10 days	2/17/16 8:00 AM	3/1/16 5:00 PM	255	584	Lkhowala	CA	
584	✓	1.14.2.1.2.59.2 Team Review and Update: O-040-L3-Manage Customer Credit Worthiness	24 hrs	100%	3 days	3/2/16 8:00 AM	3/4/16 5:00 PM	583	585	Lkhowala	CA	
585	✓	1.14.2.1.2.59.3 Approval: O-040-L3-Manage Customer Credit Worthiness	8 hrs	100%	1 day	3/7/16 8:00 AM	3/7/16 5:00 PM	584	586	Lkhowala	CA	
586	✓	1.14.2.1.2.59.4 Store Final Version: O-040-L3-Manage Customer Credit Worthiness	8 hrs	100%	1 day?	3/8/16 8:00 AM	3/8/16 5:00 PM	585		Lkhowala	CA	
587	✓	<b>1.14.2.1.2.60 O-90-L2 Install Service</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/7/16 8:00 AM</b>	<b>3/25/16 5:00 PM</b>					

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
588	✓	1.14.2.1.2.60.1 O-90-L2 Install Service: Draft Deliverable	80 hrs	100%	10 days	3/7/16 8:00 AM	3/18/16 5:00 PM		589	jguinovart	DM
589	✓	1.14.2.1.2.60.2 O-90-L2 Install Service: Team Review and Update	24 hrs	100%	3 days	3/21/16 8:00 AM	3/23/16 5:00 PM	588	590	jguinovart	DM
590	✓	1.14.2.1.2.60.3 O-90-L2 Install Service: Approval	8 hrs	100%	1 day?	3/24/16 8:00 AM	3/24/16 5:00 PM	589	591	jguinovart	DM
591	✓	1.14.2.1.2.60.4 O-90-L2 Install Service: Store Final Version	8 hrs	100%	1 day?	3/25/16 8:00 AM	3/25/16 5:00 PM	590		jguinovart	DM
592	✓	<b>1.14.2.1.2.61 O-100- L2 Perform Disconnect/Reconnect</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/11/16 8:00 AM</b>	<b>3/2/16 5:00 PM</b>				
593	✓	1.14.2.1.2.61.1 Draft Deliverable:O-100- L2 Perform Disconnect/Reconnect	80 hrs	100%	10 days	2/11/16 8:00 AM	2/24/16 5:00 PM	193	594	avchakrabarti	CS
594	✓	1.14.2.1.2.61.2 Team Review and Update: O-100- L2 Perform Disconnect/Reconnect	24 hrs	100%	3 days	2/25/16 8:00 AM	2/29/16 5:00 PM	593	595	avchakrabarti	CS
595	✓	1.14.2.1.2.61.3 Approval: O-100- L2 Perform Disconnect/Reconnect	8 hrs	100%	1 day	3/1/16 8:00 AM	3/1/16 5:00 PM	594	596	avchakrabarti	CS
596	✓	1.14.2.1.2.61.4 Store Final Version:O-100- L2 Perform Disconnect/Reconnect	8 hrs	100%	1 day?	3/2/16 8:00 AM	3/2/16 5:00 PM	595		avchakrabarti	CS
597	✓	<b>1.14.2.1.2.62 R-050-L2 Receive and Handle Customer Inquiries</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
598	✓	1.14.2.1.2.62.1 R-050-L2 Receive and Handle Customer Inquiries: Draft Deliverable	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM		599	avchakrabarti	CS
599	✓	1.14.2.1.2.62.2 R-050-L2 Receive and Handle Customer Inquiries: Team Review and Update	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	598	600	avchakrabarti	CS
600	✓	1.14.2.1.2.62.3 R-050-L2 Receive and Handle Customer Inquiries: Approval	8 hrs	100%	1 day?	3/31/16 8:00 AM	3/31/16 5:00 PM	599	601	avchakrabarti	CS
601	✓	1.14.2.1.2.62.4 R-050-L2 Receive and Handle Customer Inquiries: Store Final Version	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	600		avchakrabarti	CS
602	✓	<b>1.14.2.1.2.63 R-050 L3 - Receive and handle customer inquiries</b>	<b>120 hrs</b>	<b>100%</b>	<b>16 days?</b>	<b>2/3/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
603	✓	1.14.2.1.2.63.1 Draft Deliverable: R-050 Receive and handle customer inquiries	80 hrs	100%	10 days	2/3/16 8:00 AM	2/17/16 5:00 PM	181	604	avchakrabarti	CS
604	✓	1.14.2.1.2.63.2 Team Review and Update: R-050 Receive and handle customer inquiries	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	603	605	avchakrabarti	CS
605	✓	1.14.2.1.2.63.3 Approval: R-050 Receive and handle customer inquiries	8 hrs	100%	1 day	2/23/16 8:00 AM	2/23/16 5:00 PM	604	606	avchakrabarti	CS
606	✓	1.14.2.1.2.63.4 Store Final Version: R-050 Receive and handle customer inquiries	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	605		avchakrabarti	CS
607	✓	<b>1.14.2.1.2.64 R-050 L3 - Process IVR Request/CTI Interface/Self-Service</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>3/3/16 8:00 AM</b>	<b>3/23/16 5:00 PM</b>				
608	✓	1.14.2.1.2.64.1 Draft Deliverable: R-050 L3 - Process IVR Request/CTI Interface/Self-Service	80 hrs	100%	10 days	3/3/16 8:00 AM	3/16/16 5:00 PM	204	609	avchakrabarti	CS
609	✓	1.14.2.1.2.64.2 Team Review and Update:R-050 L3 - Process IVR Request/CTI Interface/Self-Service	24 hrs	100%	3 days	3/17/16 8:00 AM	3/21/16 5:00 PM	608	610	avchakrabarti	CS
610	✓	1.14.2.1.2.64.3 Approval: R-050 L3 - Process IVR Request/CTI Interface/Self-Service	8 hrs	100%	1 day	3/22/16 8:00 AM	3/22/16 5:00 PM	609	611	avchakrabarti	CS
611	✓	1.14.2.1.2.64.4 Store Final Version: R-050 L3 - Process IVR Request/CTI Interface/Self-Service	8 hrs	100%	1 day	3/23/16 8:00 AM	3/23/16 5:00 PM	610		avchakrabarti	CS
612	✓	<b>1.14.2.1.2.65 R-060-L2 Manage Additional Programs &amp; Services</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/7/16 8:00 AM</b>	<b>3/25/16 5:00 PM</b>				
613	✓	1.14.2.1.2.65.1 R-060-L2 Manage Additional Programs & Services: Draft Deliverable	80 hrs	100%	10 days	3/7/16 8:00 AM	3/18/16 5:00 PM		614	Lkhowala	CA
614	✓	1.14.2.1.2.65.2 R-060-L2 Manage Additional Programs & Services: Team Review and Update	24 hrs	100%	3 days	3/21/16 8:00 AM	3/23/16 5:00 PM	613	615	Lkhowala	CA
615	✓	1.14.2.1.2.65.3 R-060-L2 Manage Additional Programs & Services: Approval	8 hrs	100%	1 day?	3/24/16 8:00 AM	3/24/16 5:00 PM	614	616	Lkhowala	CA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
616	✓	1.14.2.1.2.65.4 R-060-L2 Manage Additional Programs & Services: Store Final Version	8 hrs	100%	1 day?	3/25/16 8:00 AM	3/25/16 5:00 PM	615		Lkhowala	CA
617	✓	<b>1.14.2.1.2.66 R-060 L3-Manage additional programs and services</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/4/16 8:00 AM</b>	<b>2/24/16 5:00 PM</b>				
618	✓	1.14.2.1.2.66.1 Draft Deliverable: R-060 L3-Manage additional programs and services	80 hrs	100%	10 days	2/4/16 8:00 AM	2/17/16 5:00 PM	239	619	avchakrabarti	CS
619	✓	1.14.2.1.2.66.2 Team Review and Update: R-060 L3-Manage additional programs and services	24 hrs	100%	3 days	2/18/16 8:00 AM	2/22/16 5:00 PM	618	620	avchakrabarti	CS
620	✓	1.14.2.1.2.66.3 Approval: R-060 L3-Manage additional programs and services	8 hrs	100%	1 day	2/23/16 8:00 AM	2/23/16 5:00 PM	619	621	avchakrabarti	CS
621	✓	1.14.2.1.2.66.4 Store Final Version: R-060 L3-Manage additional programs and services	8 hrs	100%	1 day?	2/24/16 8:00 AM	2/24/16 5:00 PM	620		avchakrabarti	CS
622	✓	<b>1.14.2.1.2.67 R-060 L3-Budget Billing</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/24/16 8:00 AM</b>	<b>3/15/16 5:00 PM</b>				
623	✓	1.14.2.1.2.67.1 Draft Deliverable: R-060 L3-Budget Billing	80 hrs	100%	10 days	2/24/16 8:00 AM	3/8/16 5:00 PM	239	624	igrau	BIL
624	✓	1.14.2.1.2.67.2 Team Review and Update: R-060 L3-Bud	24 hrs	100%	3 days	3/9/16 8:00 AM	3/11/16 5:00 PM	623	625	igrau	BIL
625	✓	1.14.2.1.2.67.3 Approval: R-060 L3-Budget Billing	8 hrs	100%	1 day	3/14/16 8:00 AM	3/14/16 5:00 PM	624	626	igrau	BIL
626	✓	1.14.2.1.2.67.4 Store Final Version: R-060 L3-Budget Bill	8 hrs	100%	1 day?	3/15/16 8:00 AM	3/15/16 5:00 PM	625		igrau	BIL
627	✓	<b>1.14.2.1.2.68 R-060-L3- Manage Installment Plans</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/24/16 8:00 AM</b>	<b>3/15/16 5:00 PM</b>				
628	✓	1.14.2.1.2.68.1 Draft Deliverable:R-060-L3- Manage Installment Plans	80 hrs	100%	10 days	2/24/16 8:00 AM	3/8/16 5:00 PM	238	629	Lkhowala	CA
629	✓	1.14.2.1.2.68.2 Team Review and Update: R-060-L3- Manage Installment Plans	24 hrs	100%	3 days	3/9/16 8:00 AM	3/11/16 5:00 PM	628	630	Lkhowala	CA
630	✓	1.14.2.1.2.68.3 Approval: R-060-L3- Manage Installment	8 hrs	100%	1 day	3/14/16 8:00 AM	3/14/16 5:00 PM	629	631	Lkhowala	CA
631	✓	1.14.2.1.2.68.4 Store Final Version: R-060-L3- Manage Installment Plans	8 hrs	100%	1 day?	3/15/16 8:00 AM	3/15/16 5:00 PM	630		Lkhowala	CA
632	✓	<b>1.14.2.1.2.69 R-060-L3- Manage Pledges,Donations and Special Programs</b>	<b>104 hrs</b>	<b>100%</b>	<b>13 days?</b>	<b>1/28/16 8:00 AM</b>	<b>2/15/16 5:00 PM</b>				
633	✓	1.14.2.1.2.69.1 Draft Deliverable:R-060-L3- Manage Pledges,Donations and Special Programs	64 hrs	100%	8 days	1/28/16 8:00 AM	2/8/16 5:00 PM	239	634	Lkhowala	CA
634	✓	1.14.2.1.2.69.2 Team Review and Update: R-060-L3- Manage Pledges,Donations and Special Programs	24 hrs	100%	3 days	2/9/16 8:00 AM	2/11/16 5:00 PM	633	635	Lkhowala	CA
635	✓	1.14.2.1.2.69.3 Approval: R-060-L3- Manage Pledges,Donations and Special Programs	8 hrs	100%	1 day	2/12/16 8:00 AM	2/12/16 5:00 PM	634	636	Lkhowala	CA
636	✓	1.14.2.1.2.69.4 Store Final Version: R-060-L3- Manage Pledges,Donations and Special Programs	8 hrs	100%	1 day?	2/15/16 8:00 AM	2/15/16 5:00 PM	635		Lkhowala	CA
637	✓	<b>1.14.2.1.2.70 V-010-L2 Receive and Handle Trouble Orders</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/3/16 8:00 AM</b>	<b>3/23/16 5:00 PM</b>				
638	✓	1.14.2.1.2.70.1 V-010-L2 Receive and Handle Trouble Orders: Draft Deliverable	80 hrs	100%	10 days	3/3/16 8:00 AM	3/16/16 5:00 PM		639	avchakrabarti	CS
639	✓	1.14.2.1.2.70.2 V-010-L2 Receive and Handle Trouble Orders: Team Review and Update	24 hrs	100%	3 days	3/17/16 8:00 AM	3/21/16 5:00 PM	638	640	avchakrabarti	CS
640	✓	1.14.2.1.2.70.3 V-010-L2 Receive and Handle Trouble Orders: Approval	8 hrs	100%	1 day?	3/22/16 8:00 AM	3/22/16 5:00 PM	639	641	avchakrabarti	CS
641	✓	1.14.2.1.2.70.4 V-010-L2 Receive and Handle Trouble Orders: Store Final Version	8 hrs	100%	1 day?	3/23/16 8:00 AM	3/23/16 5:00 PM	640		avchakrabarti	CS
642	✓	<b>1.14.3 Organizational Change Management</b>	<b>3,336 hrs</b>	<b>100%</b>	<b>85 days?</b>	<b>1/1/16 8:00 AM</b>	<b>4/28/16 5:00 PM</b>				
643	✓	<b>1.14.3.1 Organizational Change Management Strategy</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>1/11/16 8:00 AM</b>	<b>1/29/16 5:00 PM</b>				
644	✓	1.14.3.1.1 Develop Organizational Change Management Strate	120 hrs	100%	15 days	1/11/16 8:00 AM	1/29/16 5:00 PM	3FS+6 days		Slittleton	CMT
645	✓	<b>1.14.3.2 Change Preparation-Blueprint</b>	<b>952 hrs</b>	<b>100%</b>	<b>70 days?</b>	<b>1/1/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
646	✓	<b>1.14.3.2.1 Conduct Initial Change Readiness Assessment</b>	<b>520 hrs</b>	<b>100%</b>	<b>65 days</b>	<b>1/8/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
647	✓	1.14.3.2.1.1 Prepare Change Readiness Assessment Approach & Tools	80 hrs	100%	10 days	1/8/16 8:00 AM	1/21/16 5:00 PM	3FS+5 days	648	Slittleton	CMT
648	✓	1.14.3.2.1.2 Conduct Change Readiness Assessment	320 hrs	100%	40 days	1/22/16 8:00 AM	3/17/16 5:00 PM	647	649	Slittleton	CMT
649	✓	1.14.3.2.1.3 Analyze Change Readiness Assessment Results and Actions Required	80 hrs	100%	10 days	3/18/16 8:00 AM	3/31/16 5:00 PM	648	650	Slittleton	CMT
650	✓	1.14.3.2.1.4 Prepare Change Readiness Assessment Final Report	40 hrs	100%	5 days	4/1/16 8:00 AM	4/7/16 5:00 PM	649		Slittleton	CMT
651	✓	<b>1.14.3.2.2 Develop Stakeholder Engagement Approach</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>1/15/16 8:00 AM</b>	<b>1/28/16 5:00 PM</b>				
652	✓	1.14.3.2.2.1 Assess Stakeholder Engagement Requirement	80 hrs	100%	10 days	1/15/16 8:00 AM	1/28/16 5:00 PM	3FS+10 day		Slittleton	CMT
653	✓	<b>1.14.3.2.3 Prepare Leadership for Blueprint</b>	<b>256 hrs</b>	<b>100%</b>	<b>32 days</b>	<b>1/15/16 8:00 AM</b>	<b>2/29/16 5:00 PM</b>				
654	✓	1.14.3.2.3.1 Plan & Conduct Leadership Interviews	80 hrs	100%	10 days	1/15/16 8:00 AM	1/28/16 5:00 PM	3FS+10 day	655	Stephen.Cata	CMT
655	✓	1.14.3.2.3.2 Identify Leadership Issues and Actions Required	40 hrs	100%	5 days	1/29/16 8:00 AM	2/4/16 5:00 PM	654	656	Stephen.Cata	CMT
656	✓	1.14.3.2.3.3 Develop Leadership Action Plans	80 hrs	100%	10 days	2/5/16 8:00 AM	2/18/16 5:00 PM	655	657	Stephen.Cata	CMT
657	✓	1.14.3.2.3.4 Review/Approve Leadership Action Plans	56 hrs	100%	7 days	2/19/16 8:00 AM	2/29/16 5:00 PM	656		Stephen.Cata	CMT
658	✓	<b>1.14.3.2.4 Prepare Subject Matter Experts for Blueprint</b>	<b>96 hrs</b>	<b>100%</b>	<b>12 days?</b>	<b>1/1/16 8:00 AM</b>	<b>1/18/16 5:00 PM</b>				
659	✓	1.14.3.2.4.1 Define Requirements and Identify SME's	40 hrs	100%	5 days	1/1/16 8:00 AM	1/7/16 5:00 PM	3	660	Rachel.Greni	CMT
660	✓	1.14.3.2.4.2 Develop SME Onboarding Material	40 hrs	100%	5 days	1/8/16 8:00 AM	1/14/16 5:00 PM	659	661	Rachel.Greni	CMT
661	✓	1.14.3.2.4.3 Review/Approve SME Onboarding Material	8 hrs	100%	1 day?	1/15/16 8:00 AM	1/15/16 5:00 PM	660	662	Rachel.Greni	CMT
662	✓	1.14.3.2.4.4 Conduct SME Onboarding	8 hrs	100%	1 day?	1/18/16 8:00 AM	1/18/16 5:00 PM	661		Rachel.Greni	CMT
663	✓	<b>1.14.3.3 Change Impact Assessment-Blueprint</b>	<b>528 hrs</b>	<b>100%</b>	<b>66 days</b>	<b>1/4/16 8:00 AM</b>	<b>4/4/16 5:00 PM</b>				
664	✓	1.14.3.3.1 Prepare Change Impacts Assessment Approach	80 hrs	100%	10 days	1/4/16 8:00 AM	1/15/16 5:00 PM	3	665	Slittleton	CMT
665	✓	1.14.3.3.2 Capture Change Impacts during Blueprint Workshop	320 hrs	100%	40 days	1/18/16 8:00 AM	3/11/16 5:00 PM	664	666	Slittleton	CMT
666	✓	1.14.3.3.3 Prioritize Change Impacts & Develop Key Themes	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM	665	667	Slittleton	CMT
667	✓	1.14.3.3.4 Identify Risks and Mitigation Strategies	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	666	668	Slittleton	CMT
668	✓	1.14.3.3.5 Prepare Change Impact Summary Report	24 hrs	100%	3 days	3/31/16 8:00 AM	4/4/16 5:00 PM	667		Slittleton	CMT
669	✓	<b>1.14.3.4 Communications-Blueprint</b>	<b>480 hrs</b>	<b>100%</b>	<b>71 days</b>	<b>1/21/16 8:00 AM</b>	<b>4/28/16 5:00 PM</b>				
670	✓	<b>1.14.3.4.1 Develop Program Communications Plan</b>	<b>400 hrs</b>	<b>100%</b>	<b>50 days</b>	<b>1/21/16 8:00 AM</b>	<b>3/30/16 5:00 PM</b>				
671	✓	1.14.3.4.1.1 Develop Program Communications Strategy	120 hrs	100%	15 days	1/21/16 8:00 AM	2/10/16 5:00 PM		672	Stephen.Cata	CMT
672	✓	1.14.3.4.1.2 Develop Program Communications Plan	160 hrs	100%	20 days	2/11/16 8:00 AM	3/9/16 5:00 PM	671	673	Stephen.Cata	CMT
673	✓	1.14.3.4.1.3 Review/Approve Program Communications Plan	80 hrs	100%	10 days	3/10/16 8:00 AM	3/23/16 5:00 PM	672	674,2921	Stephen.Cata	CMT
674	✓	1.14.3.4.1.4 Develop and Deliver Communications for Blueprint	40 hrs	100%	5 days	3/24/16 8:00 AM	3/30/16 5:00 PM	673		Stephen.Cata	CMT
675	✓	<b>1.14.3.4.2 Monitor Communication Effectiveness</b>	<b>80 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>3/25/16 8:00 AM</b>	<b>4/28/16 5:00 PM</b>				
676	✓	1.14.3.4.2.1 #1 Communications Checkpoint & Feedback	40 hrs	100%	5 days	3/25/16 8:00 AM	3/31/16 5:00 PM	3FS+60 day		Stephen.Cata	CMT
677	✓	1.14.3.4.2.2 #2 Communications Checkpoint & Feedback	40 hrs	100%	5 days	4/22/16 8:00 AM	4/28/16 5:00 PM	3FS+80 day		Stephen.Cata	CMT
678	✓	<b>1.14.3.5 Capability Transfer-Blueprint</b>	<b>1,256 hrs</b>	<b>100%</b>	<b>71 days?</b>	<b>1/15/16 8:00 AM</b>	<b>4/22/16 5:00 PM</b>				
679	✓	<b>1.14.3.5.1 Develop Project Team Capability Transfer Approach</b>	<b>128 hrs</b>	<b>100%</b>	<b>16 days?</b>	<b>1/15/16 8:00 AM</b>	<b>2/5/16 5:00 PM</b>				
680	✓	1.14.3.5.1.1 Prepare Capability Transfer Approach & Template	40 hrs	100%	5 days	1/15/16 8:00 AM	1/21/16 5:00 PM	3FS+10 day	681	Slittleton	CMT
681	✓	1.14.3.5.1.2 Review/Approve Capability Transfer Program Launch Materials	80 hrs	100%	10 days	1/22/16 8:00 AM	2/4/16 5:00 PM	680	682	Slittleton	CMT
682	✓	1.14.3.5.1.3 Conduct Capability Transfer Education Session	8 hrs	100%	1 day?	2/5/16 8:00 AM	2/5/16 5:00 PM	681	684	Slittleton	CMT
683	✓	<b>1.14.3.5.2 Develop Project Team Member Capability Transfer Plans</b>	<b>200 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>2/8/16 8:00 AM</b>	<b>3/11/16 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
684	✓	1.14.3.5.2.1 Create Individual Capability Transfer Plans	120 hrs	100%	15 days	2/8/16 8:00 AM	2/26/16 5:00 PM	682	685	Slittleton	CMT
685	✓	1.14.3.5.2.2 Review/Approve Individual Capability Transfer	80 hrs	100%	10 days	2/29/16 8:00 AM	3/11/16 5:00 PM	684		Slittleton	CMT
686	✓	<b>1.14.3.5.3 Capability Transfer-Blueprint</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>3/4/16 8:00 AM</b>	<b>3/10/16 5:00 PM</b>				
687	✓	1.14.3.5.3.1 Capability Transfer Execution Monitoring Check	40 hrs	100%	5 days	3/4/16 8:00 AM	3/10/16 5:00 PM	3FS+45 day		Slittleton	CMT
688	✓	<b>1.14.3.5.4 End-User Training-Blueprint</b>	<b>888 hrs</b>	<b>100%</b>	<b>65 days</b>	<b>1/25/16 8:00 AM</b>	<b>4/22/16 5:00 PM</b>				
689	✓	<b>1.14.3.5.4.1 Conduct End-User Training Assessments</b>	<b>520 hrs</b>	<b>100%</b>	<b>65 days</b>	<b>1/25/16 8:00 AM</b>	<b>4/22/16 5:00 PM</b>				
690	✓	1.14.3.5.4.1.1 Assess Current Training Infrastructure, Resources & Tools	40 hrs	100%	5 days	1/25/16 8:00 AM	1/29/16 5:00 PM	3	691	Slittleton	CMT
691	✓	1.14.3.5.4.1.2 Determine End-User Training Audiences	160 hrs	100%	20 days	2/1/16 8:00 AM	2/26/16 5:00 PM	690	692	Slittleton	CMT
692	✓	1.14.3.5.4.1.3 Determine End-User Training Learning Requirements	120 hrs	100%	15 days	2/29/16 8:00 AM	3/18/16 5:00 PM	691	693	Slittleton	CMT
693	✓	1.14.3.5.4.1.4 Define End-User Training Development Approach and Tools	80 hrs	100%	10 days	3/21/16 8:00 AM	4/1/16 5:00 PM	692	694	Slittleton	CMT
694	✓	1.14.3.5.4.1.5 Determine End-User Training Delivery Approach and Tools	80 hrs	100%	10 days	4/4/16 8:00 AM	4/15/16 5:00 PM	693	695	Slittleton	CMT
695	✓	1.14.3.5.4.1.6 Prepare End-User Training Approach Doc	40 hrs	100%	5 days	4/18/16 8:00 AM	4/22/16 5:00 PM	694		Slittleton	CMT
696	✓	<b>1.14.3.5.4.2 Develop End-User Training Curriculum</b>	<b>368 hrs</b>	<b>100%</b>	<b>46 days</b>	<b>2/12/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
697	✓	1.14.3.5.4.2.1 Determine Training Courses needed, based on process designs	368 hrs	100%	46 days	2/12/16 8:00 AM	4/15/16 5:00 PM	3FS+30 days		Slittleton	CMT
698	✓	<b>1.14.4 Information Management</b>	<b>560 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>1/8/16 8:00 AM</b>	<b>3/31/16 5:00 PM</b>				
699	✓	<b>1.14.4.1 Information Strategy &amp; Architecture-Blueprint</b>	<b>560 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>1/8/16 8:00 AM</b>	<b>3/31/16 5:00 PM</b>				
700	✓	1.14.4.1.1 Analyze Reporting Environment - Current	80 hrs	100%	10 days	2/12/16 8:00 AM	2/25/16 5:00 PM	3FS+30 day		Sridhar	IM
701	✓	1.14.4.1.2 Gather Reporting and information requirements	240 hrs	100%	30 days	1/8/16 8:00 AM	2/18/16 5:00 PM	3FS+5 days	702	Sridhar	IM
702	✓	1.14.4.1.3 Design Data Architecture	240 hrs	100%	30 days	2/19/16 8:00 AM	3/31/16 5:00 PM	701		Sridhar	IM
703	✓	<b>1.14.5 Technology</b>	<b>13,872 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>1/1/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
704	✓	<b>1.14.5.1 Infrastructure/Basis</b>	<b>5,712 hrs</b>	<b>100%</b>	<b>66 days</b>	<b>1/1/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
705	✓	<b>1.14.5.1.1 Logical Infrastructure-Blueprint</b>	<b>5,712 hrs</b>	<b>100%</b>	<b>66 days</b>	<b>1/1/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
706	✓	<b>1.14.5.1.1.1 Develop Instance and Landscape Strategy</b>	<b>1,960 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>1/1/16 8:00 AM</b>	<b>2/19/16 5:00 PM</b>				
707	✓	1.14.5.1.1.1.1 Landscape Architecture Guiding principles	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
708	✓	1.14.5.1.1.1.2 SAP Overall Architecture	280 hrs	100%	35 days	1/4/16 8:00 AM	2/19/16 5:00 PM			Vechinta	INFRA
709	✓	1.14.5.1.1.1.3 SAP Components	280 hrs	100%	35 days	1/4/16 8:00 AM	2/19/16 5:00 PM			Vechinta	INFRA
710	✓	1.14.5.1.1.1.4 SAP Client strategy	280 hrs	100%	35 days	1/4/16 8:00 AM	2/19/16 5:00 PM			Vechinta	INFRA
711	✓	1.14.5.1.1.1.5 SAP Logical Landscape	280 hrs	100%	35 days	1/4/16 8:00 AM	2/19/16 5:00 PM			Vechinta	INFRA
712	✓	1.14.5.1.1.1.6 Sizing Considerations	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
713	✓	1.14.5.1.1.1.7 Network access considerations	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
714	✓	<b>1.14.5.1.1.2 Develop Application Access Scope and Stra</b>	<b>1,512 hrs</b>	<b>100%</b>	<b>49 days</b>	<b>1/26/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
715	✓	1.14.5.1.1.2.1 Identify user groups	392 hrs	100%	49 days	1/26/16 8:00 AM	4/1/16 5:00 PM			Rdulam	SEC
716	✓	1.14.5.1.1.2.2 Identify which systems these users groups will access	280 hrs	100%	35 days	2/15/16 8:00 AM	4/1/16 5:00 PM			Rdulam	SEC
717	✓	1.14.5.1.1.2.3 Access points (Internal/External)	280 hrs	100%	35 days	2/15/16 8:00 AM	4/1/16 5:00 PM			Sharon.Paprc	SEC
718	✓	1.14.5.1.1.2.4 Access strategy including User Interface	280 hrs	100%	35 days	2/15/16 8:00 AM	4/1/16 5:00 PM			Sharon.Paprc	SEC
719	✓	1.14.5.1.1.2.5 SAP Single sign On between SAP system	280 hrs	100%	35 days	2/15/16 8:00 AM	4/1/16 5:00 PM			Sharon.Paprc	SEC
720	✓	<b>1.14.5.1.1.3 Develop SAP Infrastructure Strategy &amp; Temp</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>35 days</b>	<b>1/1/16 8:00 AM</b>	<b>2/18/16 5:00 PM</b>				
721	✓	1.14.5.1.1.3.1 Infrastructure sizing requirements	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
722	✓	1.14.5.1.1.3.2 Physical vs Virtual Analysis	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
723	✓	1.14.5.1.1.3.3 Infrastructure security zone requirements	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
724	✓	1.14.5.1.1.3.4 Infrastructure integration requirements	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
725	✓	<b>1.14.5.1.1.4 Develop Transport Strategy and Approach</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>35 days</b>	<b>1/1/16 8:00 AM</b>	<b>2/18/16 5:00 PM</b>				
726	✓	1.14.5.1.1.4.1 Landscape Synchronization strategy	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
727	✓	1.14.5.1.1.4.2 Retrofit Strategy	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
728	✓	1.14.5.1.1.4.3 Change Management Strategy	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
729	✓	1.14.5.1.1.4.4 Transport strategy across clients	280 hrs	100%	35 days	1/1/16 8:00 AM	2/18/16 5:00 PM			Richard.Griffi	INFRA
730	✓	<b>1.14.5.2 Development</b>	<b>6,520 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>1/1/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
731	✓	<b>1.14.5.2.1 Application Development-Blueprint</b>	<b>4,720 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>1/1/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
732	✓	<b>1.14.5.2.1.1 Define Software Development Standards and Guidelines</b>	<b>720 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>2/1/16 8:00 AM</b>	<b>3/11/16 5:00 PM</b>				
733	✓	1.14.5.2.1.1.1 Define Coding standards	240 hrs	100%	30 days	2/1/16 8:00 AM	3/11/16 5:00 PM			jmaciasg@ibm.com	DEV
734	✓	1.14.5.2.1.1.2 Define Naming Conventions	240 hrs	100%	30 days	2/1/16 8:00 AM	3/11/16 5:00 PM			jmaciasg@ibm.com	DEV
735	✓	1.14.5.2.1.1.3 Develop Code review guidelines	240 hrs	100%	30 days	2/1/16 8:00 AM	3/11/16 5:00 PM			jmaciasg@ibm.com	DEV
736	✓	<b>1.14.5.2.1.2 Define Software Development Approach</b>	<b>960 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>2/22/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
737	✓	1.14.5.2.1.2.1 Define Software Development Approach	240 hrs	100%	30 days	2/22/16 8:00 AM	4/1/16 5:00 PM			jmaciasg@ibm.com	DEV
738	✓	1.14.5.2.1.2.2 Define Software Development Approach	240 hrs	100%	30 days	2/22/16 8:00 AM	4/1/16 5:00 PM			jmaciasg@ibm.com	DEV
739	✓	1.14.5.2.1.2.3 Identify team groupings	240 hrs	100%	30 days	2/22/16 8:00 AM	4/1/16 5:00 PM			jmaciasg@ibm.com	DEV
740	✓	1.14.5.2.1.2.4 Define document management requireme	240 hrs	100%	30 days	2/22/16 8:00 AM	4/1/16 5:00 PM			jmaciasg@ibm.com	DEV
741	✓	<b>1.14.5.2.1.3 Define software development testing approach</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>3/1/16 8:00 AM</b>	<b>3/28/16 5:00 PM</b>				
742	✓	1.14.5.2.1.3.1 Define functional unit testing approach	160 hrs	100%	20 days	3/1/16 8:00 AM	3/28/16 5:00 PM			Hmenon	DEV
743	✓	<b>1.14.5.2.1.4 Interfaces Strategy</b>	<b>1,800 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>2/15/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
744	✓	1.14.5.2.1.4.1 Develop Integration Guiding Principles	360 hrs	100%	45 days	2/15/16 8:00 AM	4/15/16 5:00 PM			jachakravarthi	Dev
745	✓	1.14.5.2.1.4.2 Develop Integration Platform	360 hrs	100%	45 days	2/15/16 8:00 AM	4/15/16 5:00 PM			jachakravarthi	Dev
746	✓	1.14.5.2.1.4.3 Develop Integration Reference Architectur	360 hrs	100%	45 days	2/15/16 8:00 AM	4/15/16 5:00 PM			jachakravarthi	Dev
747	✓	1.14.5.2.1.4.4 Develop Integration Patterns	360 hrs	100%	45 days	2/15/16 8:00 AM	4/15/16 5:00 PM			jachakravarthi	Dev
748	✓	1.14.5.2.1.4.5 Develop End-to-End Monitoring	360 hrs	100%	45 days	2/15/16 8:00 AM	4/15/16 5:00 PM			jachakravarthi	Dev
749	✓	<b>1.14.5.2.1.5 Develop Data Conversion Approach</b>	<b>1,080 hrs</b>	<b>100%</b>	<b>65 days</b>	<b>1/1/16 8:00 AM</b>	<b>3/31/16 5:00 PM</b>				
750	✓	1.14.5.2.1.5.1 Identify data conversion objects (IS U-Obj	360 hrs	100%	45 days	1/29/16 8:00 AM	3/31/16 5:00 PM			Hst	DATA
751	✓	1.14.5.2.1.5.2 Identify directory structure for placing the	360 hrs	100%	45 days	1/1/16 8:00 AM	3/3/16 5:00 PM			Hst	DATA
752	✓	1.14.5.2.1.5.3 Identify error handling requirements	360 hrs	100%	45 days	1/1/16 8:00 AM	3/3/16 5:00 PM			Hst	DATA
753	✓	<b>1.14.5.2.2 Application Landscape-Blueprint</b>	<b>1,800 hrs</b>	<b>100%</b>	<b>46 days</b>	<b>1/1/16 8:00 AM</b>	<b>3/4/16 5:00 PM</b>				
754	✓	1.14.5.2.2.1 Application/Components in scope	360 hrs	100%	45 days	1/1/16 8:00 AM	3/3/16 5:00 PM			Hmenon	INT
755	✓	1.14.5.2.2.2 Coding language scope (ABAP, Java etc)	360 hrs	100%	45 days	1/1/16 8:00 AM	3/3/16 5:00 PM			jachakravarthi	Dev
756	✓	1.14.5.2.2.3 Transport and Package Management	360 hrs	100%	45 days	1/4/16 8:00 AM	3/4/16 5:00 PM			Vechinta	INFRA
757	✓	1.14.5.2.2.4 Transport Request Naming conventions	360 hrs	100%	45 days	1/4/16 8:00 AM	3/4/16 5:00 PM			Vechinta	INFRA
758	✓	1.14.5.2.2.5 Finalize to-be application landscape	360 hrs	100%	45 days	1/4/16 8:00 AM	3/4/16 5:00 PM			Vechinta	INFRA
759	✓	<b>1.14.5.3 Infrastructure/Basis</b>	<b>640 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>1/4/16 8:00 AM</b>	<b>2/22/16 5:00 PM</b>				
760	✓	<b>1.14.5.3.1 Logical Infrastructure-Blueprint</b>	<b>640 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>1/4/16 8:00 AM</b>	<b>2/22/16 5:00 PM</b>				
761	✓	1.14.5.3.1.1 Develop Instance and Landscape Strategy	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM			Vechinta	INFRA
762	✓	1.14.5.3.1.2 Develop Application Access Scope and Strateg	160 hrs	100%	20 days	1/26/16 8:00 AM	2/22/16 5:00 PM			Rdulam	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
763	✓	1.14.5.3.1.3 Develop SAP Infrastructure Strategy & Templa	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM			Vechinta	INFRA
764	✓	1.14.5.3.1.4 Develop Transport Strategy and Approach	160 hrs	100%	20 days	1/4/16 8:00 AM	1/29/16 5:00 PM			Vechinta	INFRA
765	✓	<b>1.14.5.4 Development</b>	<b>400 hrs</b>	<b>100%</b>	<b>40 days</b>	<b>2/12/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
766	✓	<b>1.14.5.4.1 Application Development-Blueprint</b>	<b>240 hrs</b>	<b>100%</b>	<b>40 days</b>	<b>2/12/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>				
767	✓	1.14.5.4.1.1 Define Software Development Standards and Guidelines	80 hrs	100%	10 days	3/25/16 8:00 AM	4/7/16 5:00 PM			jmaciasg@ibm.com	DEV
768	✓	1.14.5.4.1.2 Develop Interfaces Strategy	80 hrs	100%	10 days	2/12/16 8:00 AM	2/25/16 5:00 PM	3FS+30 day		jachakravarthi	Dev
769	✓	1.14.5.4.1.3 Develop Data Conversion Approach	80 hrs	100%	10 days	2/12/16 8:00 AM	2/25/16 5:00 PM	3FS+30 day		Hst	DATA
770	✓	<b>1.14.5.4.2 Application Landscape-Blueprint</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>2/12/16 8:00 AM</b>	<b>3/10/16 5:00 PM</b>				
771	✓	1.14.5.4.2.1 Finalize Application Landscape	160 hrs	100%	20 days	2/12/16 8:00 AM	3/10/16 5:00 PM	3FS+30 day		Vechinta	INFRA
772	✓	<b>1.14.5.5 Security</b>	<b>600 hrs</b>	<b>100%</b>	<b>35 days</b>	<b>1/26/16 8:00 AM</b>	<b>3/14/16 5:00 PM</b>				
773	✓	<b>1.14.5.5.1 Application Security-Blueprint</b>	<b>600 hrs</b>	<b>100%</b>	<b>35 days</b>	<b>1/26/16 8:00 AM</b>	<b>3/14/16 5:00 PM</b>				
774	✓	1.14.5.5.1.1 Define Non-Production Application Security Procedures	200 hrs	100%	25 days	1/26/16 8:00 AM	2/29/16 5:00 PM		775	Rdulam	SEC
775	✓	1.14.5.5.1.2 Define Non-Production Application Security and System Checklist	80 hrs	100%	10 days	2/5/16 8:00 AM	3/10/16 12:00 PM	774		Rdulam	SEC
776	✓	1.14.5.5.1.3 Define Production Application Security Roles	160 hrs	100%	20 days	1/26/16 8:00 AM	2/22/16 5:00 PM		777	Rdulam	SEC
777	✓	1.14.5.5.1.4 Develop Production Application Security Test Approach	160 hrs	100%	20 days	1/29/16 8:00 AM	3/14/16 5:00 PM	776		Rdulam	SEC
778	✓	<b>1.14.6 Deployment</b>	<b>920 hrs</b>	<b>100%</b>	<b>55 days</b>	<b>2/12/16 8:00 AM</b>	<b>4/28/16 5:00 PM</b>				
779	✓	<b>1.14.6.1 Support Preparation &amp; Stabilization-Blueprint</b>	<b>280 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>2/12/16 8:00 AM</b>	<b>4/14/16 5:00 PM</b>				
780	✓	1.14.6.1.1 Design Support Organization	160 hrs	100%	20 days	2/12/16 8:00 AM	3/10/16 5:00 PM	3FS+30 day		Hmenon	INT
781	✓	1.14.6.1.2 Finalize Applications Scope and Solution	120 hrs	100%	15 days	3/25/16 8:00 AM	4/14/16 5:00 PM	3FS+60 day		Hmenon	INT
782	✓	<b>1.14.6.2 Readiness Testing-Blueprint</b>	<b>360 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>3/4/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>			787,788,789	
783	✓	1.14.6.2.1 Develop Integration Test Approach	120 hrs	100%	15 days	3/4/16 8:00 AM	3/24/16 5:00 PM	3FS+45 day		Hmenon	INT
784	✓	1.14.6.2.2 Develop User-Acceptance Test Approach	120 hrs	100%	15 days	3/18/16 8:00 AM	4/7/16 5:00 PM	3FS+55 day		Hmenon	INT
785	✓	1.14.6.2.3 Develop Regression Test Approach	120 hrs	100%	15 days	3/4/16 8:00 AM	3/24/16 5:00 PM	3FS+45 day		Hmenon	INT
786	✓	<b>1.14.6.3 Deployment</b>	<b>280 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>4/8/16 8:00 AM</b>	<b>4/28/16 5:00 PM</b>				
787	✓	1.14.6.3.1 Confirm Testing Plan	80 hrs	100%	10 days	4/8/16 8:00 AM	4/21/16 5:00 PM	782		Hmenon	INT
788	✓	1.14.6.3.2 Confirm Deployment Strategy	120 hrs	100%	15 days	4/8/16 8:00 AM	4/28/16 5:00 PM	782		Hmenon	INT
789	✓	1.14.6.3.3 Review Deployment Plan	80 hrs	100%	10 days	4/8/16 8:00 AM	4/21/16 5:00 PM	782		Hmenon	INT
790	✓	<b>1.15 Realization</b>	<b>164,192 hrs</b>	<b>100%</b>	<b>288 days?</b>	<b>5/2/16 8:00 AM</b>	<b>6/6/17 5:00 PM</b>	5		2995SS,3122	
791	✓	<b>1.15.1 Project Management</b>	<b>7,280 hrs</b>	<b>100%</b>	<b>130 days</b>	<b>5/2/16 8:00 AM</b>	<b>10/27/16 5:00 PM</b>				
792	✓	<b>1.15.1.1 Manage - May</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/2/16 8:00 AM</b>	<b>5/27/16 5:00 PM</b>				
793	✓	1.15.1.1.1 Manage Work Plan-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	801	Sridhar	PMO
794	✓	1.15.1.1.2 Manage Risks-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	802	Sridhar	PMO
795	✓	1.15.1.1.3 Manage Action Items-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	803	Sridhar	PMO
796	✓	1.15.1.1.4 Manage Change Requests-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	804	Sridhar	PMO
797	✓	1.15.1.1.5 Manage Project Status-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	805	Sridhar	PMO
798	✓	1.15.1.1.6 Manage Budget-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	806	Sridhar	PMO
799	✓	1.15.1.1.7 Perform Deliverable Acceptance-May	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM	5	807	Sridhar	PMO
800	✓	<b>1.15.1.2 Manage - June</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/30/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
801	✓	1.15.1.2.1 Manage Work Plan-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	793	809	Sridhar	PMO

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
802	✓	1.15.1.2.2 Manage Risks-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	794	810	Sridhar	PMO
803	✓	1.15.1.2.3 Manage Action Items-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	795	811	Sridhar	PMO
804	✓	1.15.1.2.4 Manage Change Requests-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	796	812	Sridhar	PMO
805	✓	1.15.1.2.5 Manage Project Status-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	797	813	Sridhar	PMO
806	✓	1.15.1.2.6 Manage Budget-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	798	814	Sridhar	PMO
807	✓	1.15.1.2.7 Perform Deliverable Acceptance-June	160 hrs	100%	20 days	5/30/16 8:00 AM	6/24/16 5:00 PM	799	815	Sridhar	PMO
808	✓	<b>1.15.1.3 Manage - July</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>6/25/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>				
809	✓	1.15.1.3.1 Manage Work Plan-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	801	817	Sridhar	PMO
810	✓	1.15.1.3.2 Manage Risks-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	802	818	Sridhar	PMO
811	✓	1.15.1.3.3 Manage Action Items-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	803	819	Sridhar	PMO
812	✓	1.15.1.3.4 Manage Change Requests-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	804	820	Sridhar	PMO
813	✓	1.15.1.3.5 Manage Project Status-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	805	821	Sridhar	PMO
814	✓	1.15.1.3.6 Manage Budget-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	806	822	Sridhar	PMO
815	✓	1.15.1.3.7 Perform Deliverable Acceptance-July	160 hrs	100%	20 days	6/25/16 8:00 AM	7/21/16 5:00 PM	807	823	Sridhar	PMO
816	✓	<b>1.15.1.4 Manage - August</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>7/22/16 8:00 AM</b>	<b>8/18/16 5:00 PM</b>				
817	✓	1.15.1.4.1 Manage Work Plan-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	809	825	Sridhar	PMO
818	✓	1.15.1.4.2 Manage Risks-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	810	826	Sridhar	PMO
819	✓	1.15.1.4.3 Manage Action Items-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	811	827	Sridhar	PMO
820	✓	1.15.1.4.4 Manage Change Requests-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	812	828	Sridhar	PMO
821	✓	1.15.1.4.5 Manage Project Status-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	813	829	Sridhar	PMO
822	✓	1.15.1.4.6 Manage Budget-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	814	830	Sridhar	PMO
823	✓	1.15.1.4.7 Perform Deliverable Acceptance-August	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	815	831	Sridhar	PMO
824	✓	<b>1.15.1.5 Manage - September</b>	<b>1,400 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>8/19/16 8:00 AM</b>	<b>9/22/16 5:00 PM</b>				
825	✓	1.15.1.5.1 Manage Work Plan-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	817	833	Sridhar	PMO
826	✓	1.15.1.5.2 Manage Risks-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	818	834	Sridhar	PMO
827	✓	1.15.1.5.3 Manage Action Items-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	819	835	Sridhar	PMO
828	✓	1.15.1.5.4 Manage Change Requests-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	820	836	Sridhar	PMO
829	✓	1.15.1.5.5 Manage Project Status-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	821	837	Sridhar	PMO
830	✓	1.15.1.5.6 Manage Budget-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	822	838	Sridhar	PMO
831	✓	1.15.1.5.7 Perform Deliverable Acceptance-September	200 hrs	100%	25 days	8/19/16 8:00 AM	9/22/16 5:00 PM	823	839	Sridhar	PMO
832	✓	<b>1.15.1.6 Manage - October</b>	<b>1,400 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>9/23/16 8:00 AM</b>	<b>10/27/16 5:00 PM</b>				
833	✓	1.15.1.6.1 Manage Work Plan-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	825		Sridhar	PMO
834	✓	1.15.1.6.2 Manage Risks-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	826		Sridhar	PMO
835	✓	1.15.1.6.3 Manage Action Items-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	827		Sridhar	PMO
836	✓	1.15.1.6.4 Manage Change Requests-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	828		Sridhar	PMO
837	✓	1.15.1.6.5 Manage Project Status-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	829		Sridhar	PMO
838	✓	1.15.1.6.6 Manage Budget-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	830		Sridhar	PMO
839	✓	1.15.1.6.7 Perform Deliverable Acceptance-October	200 hrs	100%	25 days	9/23/16 8:00 AM	10/27/16 5:00 PM	831		Sridhar	PMO
840	✓	<b>1.15.2 Process and Application</b>	<b>22,080 hrs</b>	<b>100%</b>	<b>156 days?</b>	<b>5/2/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
841	✓	<b>1.15.2.1 Business Process Management</b>	<b>8,680 hrs</b>	<b>100%</b>	<b>156 days?</b>	<b>5/2/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				<b>INT</b>
842	✓	1.15.2.1.1 Identify Business Continuity Operation Team	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Hmenon	INT
843	✓	1.15.2.1.2 Identify Critical Business Functions and Processes	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Hmenon	INT

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
844	✓	1.15.2.1.3 Gather Business Continuity Requirements	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Hmenon	INT
845	✓	1.15.2.1.4 Determine Business Function Discontinuation Impact	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Hmenon	INT
846	✓	1.15.2.1.5 Develop Business Function Discontinuation Response Plan	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Hmenon	INT
847	✓	1.15.2.1.6 Develop Business Function Restoration Plan	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Hmenon	INT
848	✓	1.15.2.1.7 Develop Interim Business Procedures	640 hrs	100%	80 days	5/30/16 8:00 AM	9/15/16 5:00 PM			Hmenon	INT
849	✓	<b>1.15.2.1.8 Develop String Test Cases</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>7/11/16 8:00 AM</b>	<b>9/30/16 5:00 PM</b>				
850	✓	1.15.2.1.8.1 Develop String Test Cases and Test Plan for ITC 1	800 hrs	100%	20 days	7/11/16 8:00 AM	8/5/16 5:00 PM				
851	✓	1.15.2.1.8.1.1 Develop FI-CA String Test Cases for ITC 1	160 hrs	100%	20 days	7/11/16 8:00 AM	8/5/16 5:00 PM			Lkhowala	CA
852	✓	1.15.2.1.8.1.2 Develop CS String Test Cases for ITC 1	160 hrs	100%	20 days	7/11/16 8:00 AM	8/5/16 5:00 PM			avchakrabarti	CS
853	✓	1.15.2.1.8.1.3 Develop DM String Test Cases for ITC 1	160 hrs	100%	20 days	7/11/16 8:00 AM	8/5/16 5:00 PM			Agranadero	DM
854	✓	1.15.2.1.8.1.4 Develop BIL String Test Cases for ITC 1	160 hrs	100%	20 days	7/11/16 8:00 AM	8/5/16 5:00 PM			igrau	BIL
855	✓	1.15.2.1.8.1.5 Develop IDE String Test Cases for ITC 1	160 hrs	100%	20 days	7/11/16 8:00 AM	8/5/16 5:00 PM			dpappaly	IDE
856	✓	<b>1.15.2.1.8.2 Develop String Test Cases and Test Plan for ITC 2</b>	<b>400 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>9/19/16 8:00 AM</b>	<b>9/30/16 5:00 PM</b>				
857	✓	1.15.2.1.8.2.1 Develop FI-CA String Test Cases for ITC 2	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM			Lkhowala	CA
858	✓	1.15.2.1.8.2.2 Develop CS String Test Cases for ITC 2	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM			avchakrabarti	CS
859	✓	1.15.2.1.8.2.3 Develop DM String Test Cases for ITC 2	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM			Agranadero	DM
860	✓	1.15.2.1.8.2.4 Develop BIL String Test Cases for ITC 2	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM			igrau	BIL
861	✓	1.15.2.1.8.2.5 Develop IDE String Test Cases for ITC 2	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM			dpappaly	IDE
862	✓	<b>1.15.2.1.9 Conduct String Test</b>	<b>3,000 hrs</b>	<b>100%</b>	<b>75 days?</b>	<b>8/22/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
863	✓	<b>1.15.2.1.9.1 Conduct String Test for ITC 1</b>	<b>1,400 hrs</b>	<b>100%</b>	<b>35 days?</b>	<b>8/22/16 8:00 AM</b>	<b>10/7/16 5:00 PM</b>				
864	✓	1.15.2.1.9.1.1 Execute FI-CA String Test for ITC 1 & Document String Test Results	280 hrs	100%	35 days?	8/22/16 8:00 AM	10/7/16 5:00 PM			Lkhowala	CA
865	✓	1.15.2.1.9.1.2 Execute CS String Test for ITC 1 & Document String Test Results	280 hrs	100%	35 days?	8/22/16 8:00 AM	10/7/16 5:00 PM			avchakrabarti	CS
866	✓	1.15.2.1.9.1.3 Execute DM String Test for ITC 1 & Document String Test Results	280 hrs	100%	35 days?	8/22/16 8:00 AM	10/7/16 5:00 PM			Agranadero	DM
867	✓	1.15.2.1.9.1.4 Execute BIL String Test for ITC 1 & Document String Test Results	280 hrs	100%	35 days?	8/22/16 8:00 AM	10/7/16 5:00 PM			igrau	BIL
868	✓	1.15.2.1.9.1.5 Execute IDE String Test for ITC 1 & Document String Test Results	280 hrs	100%	35 days?	8/22/16 8:00 AM	10/7/16 5:00 PM			dpappaly	IDE
869	✓	<b>1.15.2.1.9.2 String Test Complete for ITC1 Objects</b>	0 hrs	100%	0 days	10/7/16 8:00 AM	10/7/16 8:00 AM			Hmenon	INT
870	✓	<b>1.15.2.1.9.3 Conduct String Test for ITC 2</b>	<b>1,600 hrs</b>	<b>100%</b>	<b>40 days</b>	<b>10/10/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
871	✓	1.15.2.1.9.3.1 Execute FI-CA String Test for ITC 2 & Document String Test Results	320 hrs	100%	40 days?	10/10/16 8:00 AM	12/2/16 5:00 PM			Lkhowala	CA
872	✓	1.15.2.1.9.3.2 Execute CS String Test for ITC 2 & Document String Test Results	320 hrs	100%	40 days?	10/10/16 8:00 AM	12/2/16 5:00 PM			avchakrabarti	CS
873	✓	1.15.2.1.9.3.3 Execute DM String Test for ITC 2 & Document String Test Results	320 hrs	100%	40 days?	10/10/16 8:00 AM	12/2/16 5:00 PM			Agranadero	DM
874	✓	1.15.2.1.9.3.4 Execute BIL String Test for ITC 2 & Document String Test Results	320 hrs	100%	40 days?	10/10/16 8:00 AM	12/2/16 5:00 PM			igrau	BIL
875	✓	1.15.2.1.9.3.5 Execute IDE String Test for ITC 2 & Document String Test Results	320 hrs	100%	40 days?	10/10/16 8:00 AM	12/2/16 5:00 PM			dpappaly	IDE
876	✓	<b>1.15.2.1.9.4 String Test Complete for ITC2 Objects</b>	0 hrs	100%	0 days	12/2/16 8:00 AM	12/2/16 8:00 AM		3037	Hmenon	INT
877	✓	<b>1.15.2.2 Package Configuration</b>	<b>13,400 hrs</b>	<b>100%</b>	<b>140 days</b>	<b>5/2/16 8:00 AM</b>	<b>11/11/16 8:00 AM</b>			Hmenon	INT

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
878	✓	1.15.2.2.1 Develop Configuration Unit Test Plan	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM			Hmenon	INT
879	✓	1.15.2.2.2 Define Batch Schedule	160 hrs	100%	20 days	7/5/16 8:00 AM	8/1/16 5:00 PM			Hmenon	INT
880	✓	<b>1.15.2.2.3 Configuration</b>	<b>4,600 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
881	✓	<b>1.15.2.2.3.1 FICA Configuration</b>	<b>680 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
882	✓	1.15.2.2.3.1.1 FI-CA Functional Configuration - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		883	Lkhowala	CA
883	✓	1.15.2.2.3.1.2 FI-CA Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	882	884	Lkhowala	CA
884	✓	1.15.2.2.3.1.3 FI-CA Functional Configuration - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	883	885	Lkhowala	CA
885	✓	1.15.2.2.3.1.4 FI-CA Functional Configuration - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	884	886	Lkhowala	CA
886	✓	1.15.2.2.3.1.5 FI-CA Functional Configuration - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	885	887	Lkhowala	CA
887	✓	1.15.2.2.3.1.6 FI-CA Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	886	888	Lkhowala	CA
888	✓	1.15.2.2.3.1.7 FI-CA Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	887	889	Lkhowala	CA
889	✓	1.15.2.2.3.1.8 FI-CA Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	888	890	Lkhowala	CA
890	✓	1.15.2.2.3.1.9 FI-CA Functional Configuration - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	889	891	Lkhowala	CA
891	✓	1.15.2.2.3.1.10 FI-CA Functional Configuration - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	890	892	Lkhowala	CA
892	✓	1.15.2.2.3.1.11 FI-CA Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	891	893	Lkhowala	CA
893	✓	1.15.2.2.3.1.12 FI-CA Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	892	894	Lkhowala	CA
894	✓	1.15.2.2.3.1.13 FI-CA Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	893	895	Lkhowala	CA
895	✓	1.15.2.2.3.1.14 FI-CA Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	894	896	Lkhowala	CA
896	✓	1.15.2.2.3.1.15 FI-CA Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	895	897	Lkhowala	CA
897	✓	1.15.2.2.3.1.16 FI-CA Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	896	898	Lkhowala	CA
898	✓	1.15.2.2.3.1.17 FI-CA Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	897		Lkhowala	CA
899	✓	<b>1.15.2.2.3.2 Customer Service (FO) Configuration</b>	<b>680 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
900	✓	1.15.2.2.3.2.1 CS Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		901	avchakrabarti	CS
901	✓	1.15.2.2.3.2.2 CS Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	900	902	avchakrabarti	CS
902	✓	1.15.2.2.3.2.3 CS Functional Configuration - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	901	903	avchakrabarti	CS
903	✓	1.15.2.2.3.2.4 CS Functional Configuration - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	902	904	avchakrabarti	CS
904	✓	1.15.2.2.3.2.5 CS Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	903	905	avchakrabarti	CS
905	✓	1.15.2.2.3.2.6 CS Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	904	906	avchakrabarti	CS

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
906	✓	1.15.2.2.3.2.7 CS Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	905	907	avchakrabarti	CS
907	✓	1.15.2.2.3.2.8 CS Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	906	908	avchakrabarti	CS
908	✓	1.15.2.2.3.2.9 CS Functional Configuration - Week Ending 6/21/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	907	909	avchakrabarti	CS
909	✓	1.15.2.2.3.2.10 CS Functional Configuration - Week Ending 6/28/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	908	910	avchakrabarti	CS
910	✓	1.15.2.2.3.2.11 CS Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	909	911	avchakrabarti	CS
911	✓	1.15.2.2.3.2.12 CS Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	910	912	avchakrabarti	CS
912	✓	1.15.2.2.3.2.13 CS Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	911	913	avchakrabarti	CS
913	✓	1.15.2.2.3.2.14 CS Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	912	914	avchakrabarti	CS
914	✓	1.15.2.2.3.2.15 CS Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	913	915	avchakrabarti	CS
915	✓	1.15.2.2.3.2.16 CS Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	914	916	avchakrabarti	CS
916	✓	1.15.2.2.3.2.17 CS Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	915		avchakrabarti	CS
917	✓	<b>1.15.2.2.3.3 Device Management Configuration</b>	<b>680 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
918	✓	1.15.2.2.3.3.1 DM Functional Configuration - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		919	Agranadero	DM
919	✓	1.15.2.2.3.3.2 DM Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	918	920	Agranadero	DM
920	✓	1.15.2.2.3.3.3 DM Functional Configuration - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	919	921	Agranadero	DM
921	✓	1.15.2.2.3.3.4 DM Functional Configuration - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	920	922	Agranadero	DM
922	✓	1.15.2.2.3.3.5 DM Functional Configuration - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	921	923	Agranadero	DM
923	✓	1.15.2.2.3.3.6 DM Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	922	924	Agranadero	DM
924	✓	1.15.2.2.3.3.7 DM Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	923	925	Agranadero	DM
925	✓	1.15.2.2.3.3.8 DM Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	924	926	Agranadero	DM
926	✓	1.15.2.2.3.3.9 DM Functional Configuration - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	925	927	Agranadero	DM
927	✓	1.15.2.2.3.3.10 DM Functional Configuration - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	926	928	Agranadero	DM
928	✓	1.15.2.2.3.3.11 DM Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	927	929	Agranadero	DM
929	✓	1.15.2.2.3.3.12 DM Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	928	930	Agranadero	DM
930	✓	1.15.2.2.3.3.13 DM Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	929	931	Agranadero	DM
931	✓	1.15.2.2.3.3.14 DM Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	930	932	Agranadero	DM
932	✓	1.15.2.2.3.3.15 DM Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	931	933	Agranadero	DM

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
933	✓	1.15.2.2.3.3.16 DM Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	932	934	Agranadero	DM
934	✓	1.15.2.2.3.3.17 DM Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	933		Agranadero	DM
935	✓	<b>1.15.2.2.3.4 Billing Configuration</b>	<b>680 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
936	✓	1.15.2.2.3.4.1 BIL Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		937	igrau	BIL
937	✓	1.15.2.2.3.4.2 BIL Functional Configuration - Week Ending 5/20/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	936	938	igrau	BIL
938	✓	1.15.2.2.3.4.3 BIL Functional Configuration - Week Ending 5/27/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	937	939	igrau	BIL
939	✓	1.15.2.2.3.4.4 BIL Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	938	940	igrau	BIL
940	✓	1.15.2.2.3.4.5 BIL Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	939	941	igrau	BIL
941	✓	1.15.2.2.3.4.6 BIL Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	940	942	igrau	BIL
942	✓	1.15.2.2.3.4.7 BIL Functional Configuration - Week Ending 7/1/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	941	943	igrau	BIL
943	✓	1.15.2.2.3.4.8 BIL Functional Configuration - Week Ending 7/8/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	942	944	igrau	BIL
944	✓	1.15.2.2.3.4.9 BIL Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	943	945	igrau	BIL
945	✓	1.15.2.2.3.4.10 BIL Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	944	946	igrau	BIL
946	✓	1.15.2.2.3.4.11 BIL Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	945	947	igrau	BIL
947	✓	1.15.2.2.3.4.12 BIL Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	946	948	igrau	BIL
948	✓	1.15.2.2.3.4.13 BIL Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	947	949	igrau	BIL
949	✓	1.15.2.2.3.4.14 BIL Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	948	950	igrau	BIL
950	✓	1.15.2.2.3.4.15 BIL Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	949	951	igrau	BIL
951	✓	1.15.2.2.3.4.16 BIL Functional Configuration - Week Ending 9/2/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	950	952	igrau	BIL
952	✓	1.15.2.2.3.4.17 BIL Functional Configuration - Week Ending 9/9/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	951		igrau	BIL
953	✓	<b>1.15.2.2.3.5 Billing Rates Configuration</b>	<b>680 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
954	✓	1.15.2.2.3.5.1 Rates Functional Configuration - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		955	igrau	BIL
955	✓	1.15.2.2.3.5.2 Rates Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	954	956	igrau	BIL
956	✓	1.15.2.2.3.5.3 Rates Functional Configuration - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	955	957	igrau	BIL
957	✓	1.15.2.2.3.5.4 Rates Functional Configuration - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	956	958	igrau	BIL
958	✓	1.15.2.2.3.5.5 Rates Functional Configuration - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	957	959	igrau	BIL
959	✓	1.15.2.2.3.5.6 Rates Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	958	960	igrau	BIL
960	✓	1.15.2.2.3.5.7 Rates Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	959	961	igrau	BIL

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
961	✓	1.15.2.2.3.5.8 Rates Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	960	962	igrau	BIL
962	✓	1.15.2.2.3.5.9 Rates Functional Configuration - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	961	963	igrau	BIL
963	✓	1.15.2.2.3.5.10 Rates Functional Configuration - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	962	964	igrau	BIL
964	✓	1.15.2.2.3.5.11 Rates Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	963	965	igrau	BIL
965	✓	1.15.2.2.3.5.12 Rates Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	964	966	igrau	BIL
966	✓	1.15.2.2.3.5.13 Rates Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	965	967	igrau	BIL
967	✓	1.15.2.2.3.5.14 Rates Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	966	968	igrau	BIL
968	✓	1.15.2.2.3.5.15 Rates Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	967	969	igrau	BIL
969	✓	1.15.2.2.3.5.16 Rates Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	968	970	igrau	BIL
970	✓	1.15.2.2.3.5.17 Rates Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	969		igrau	BIL
971	✓	<b>1.15.2.2.3.6 WM Configuration</b>	<b>520 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
972	✓	1.15.2.2.3.6.1 WM Functional Configuration - Week Ending 6/3/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		973	gramnath	WM
973	✓	1.15.2.2.3.6.2 WM Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	972	974	gramnath	WM
974	✓	1.15.2.2.3.6.3 WM Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	973	975	gramnath	WM
975	✓	1.15.2.2.3.6.4 WM Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	974	976	gramnath	WM
976	✓	1.15.2.2.3.6.5 WM Functional Configuration - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	975	977	gramnath	WM
977	✓	1.15.2.2.3.6.6 WM Functional Configuration - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	976	978	gramnath	WM
978	✓	1.15.2.2.3.6.7 WM Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	977	979	gramnath	WM
979	✓	1.15.2.2.3.6.8 WM Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	978	980	gramnath	WM
980	✓	1.15.2.2.3.6.9 WM Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	979	981	gramnath	WM
981	✓	1.15.2.2.3.6.10 WM Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	980	982	gramnath	WM
982	✓	1.15.2.2.3.6.11 WM Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	981	983	gramnath	WM
983	✓	1.15.2.2.3.6.12 WM Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	982	984	gramnath	WM
984	✓	1.15.2.2.3.6.13 WM Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	983		gramnath	WM
985	✓	<b>1.15.2.2.3.7 IDE Configuration</b>	<b>680 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
986	✓	1.15.2.2.3.7.1 IDE Functional Configuration - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		987	dpappaly	IDE

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
987	✓	1.15.2.2.3.7.2 IDE Functional Configuration - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	986	988	dpappaly	IDE
988	✓	1.15.2.2.3.7.3 IDE Functional Configuration - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	987	989	dpappaly	IDE
989	✓	1.15.2.2.3.7.4 IDE Functional Configuration - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	988	990	dpappaly	IDE
990	✓	1.15.2.2.3.7.5 IDE Functional Configuration - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	989	991	dpappaly	IDE
991	✓	1.15.2.2.3.7.6 IDE Functional Configuration - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	990	992	dpappaly	IDE
992	✓	1.15.2.2.3.7.7 IDE Functional Configuration - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	991	993	dpappaly	IDE
993	✓	1.15.2.2.3.7.8 IDE Functional Configuration - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	992	994	dpappaly	IDE
994	✓	1.15.2.2.3.7.9 IDE Functional Configuration - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	993	995	dpappaly	IDE
995	✓	1.15.2.2.3.7.10 IDE Functional Configuration - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	994	996	dpappaly	IDE
996	✓	1.15.2.2.3.7.11 IDE Functional Configuration - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	995	997	dpappaly	IDE
997	✓	1.15.2.2.3.7.12 IDE Functional Configuration - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	996	998	dpappaly	IDE
998	✓	1.15.2.2.3.7.13 IDE Functional Configuration - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	997	999	dpappaly	IDE
999	✓	1.15.2.2.3.7.14 IDE Functional Configuration - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	998	1000	dpappaly	IDE
1000	✓	1.15.2.2.3.7.15 IDE Functional Configuration - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	999	1001	dpappaly	IDE
1001	✓	1.15.2.2.3.7.16 IDE Functional Configuration - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1000	1002	dpappaly	IDE
1002	✓	1.15.2.2.3.7.17 IDE Functional Configuration - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1001		dpappaly	IDE
1003	✓	1.15.2.2.3.8 Baseline Configuration (Work Product) Complete	0 hrs	100%	0 days	5/27/16 8:00 AM	5/27/16 8:00 AM		3012		
1004	✓	1.15.2.2.3.9 Final Configuration (Work Product) Complete	0 hrs	100%	0 days	8/26/16 8:00 AM	8/26/16 8:00 AM		3017		
1005	✓	<b>1.15.2.2.4 Business Process Procedures</b>	<b>2,560 hrs</b>	<b>100%</b>	<b>84 days</b>	<b>7/18/16 8:00 AM</b>	<b>11/11/16 8:00 AM</b>				
1006	✓	<b>1.15.2.2.4.1 FICA BPPs</b>	<b>640 hrs</b>	<b>100%</b>	<b>80 days</b>	<b>7/18/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1007	✓	1.15.2.2.4.1.1 FI-CA BPP Development - Week Ending 7	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM		1008	Lkhowala	CA
1008	✓	1.15.2.2.4.1.2 FI-CA BPP Development - Week Ending 7	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1007	1009	Lkhowala	CA
1009	✓	1.15.2.2.4.1.3 FI-CA BPP Development - Week Ending 8	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1008	1010	Lkhowala	CA
1010	✓	1.15.2.2.4.1.4 FI-CA BPP Development - Week Ending 8	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1009	1011	Lkhowala	CA
1011	✓	1.15.2.2.4.1.5 FI-CA BPP Development - Week Ending 8	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1010	1012	Lkhowala	CA
1012	✓	1.15.2.2.4.1.6 FI-CA BPP Development - Week Ending 8	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1011	1013	Lkhowala	CA
1013	✓	1.15.2.2.4.1.7 FI-CA BPP Development - Week Ending 9	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1012	1014	Lkhowala	CA
1014	✓	1.15.2.2.4.1.8 FI-CA BPP Development - Week Ending 9	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1013	1015	Lkhowala	CA
1015	✓	1.15.2.2.4.1.9 FI-CA BPP Development - Week Ending 9	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1014	1016	Lkhowala	CA
1016	✓	1.15.2.2.4.1.10 FI-CA BPP Development - Week Ending 9	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1015	1017	Lkhowala	CA
1017	✓	1.15.2.2.4.1.11 FI-CA BPP Development - Week Ending 9	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1016	1018	Lkhowala	CA
1018	✓	1.15.2.2.4.1.12 FI-CA BPP Development - Week Ending 9	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1017	1019	Lkhowala	CA

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1019	✓	1.15.2.2.4.1.13 FI-CA BPP Development - Week Ending	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1018	1020	Lkhowala	CA
1020	✓	1.15.2.2.4.1.14 FI-CA BPP Development - Week Ending	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1019	1021	Lkhowala	CA
1021	✓	1.15.2.2.4.1.15 FI-CA BPP Development - Week Ending	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1020	1022	Lkhowala	CA
1022	✓	1.15.2.2.4.1.16 FI-CA BPP Development - Week Ending	40 hrs	100%	5 days	10/31/16 8:00 AM	11/4/16 5:00 PM	1021		Lkhowala	CA
1023	✓	<b>1.15.2.2.4.2 Device Management BPPs</b>	<b>640 hrs</b>	<b>100%</b>	<b>80 days</b>	<b>7/18/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1024	✓	1.15.2.2.4.2.1 DM BPP Development - Week Ending 7/2	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM		1025	Agranadero	DM
1025	✓	1.15.2.2.4.2.2 DM BPP Development - Week Ending 7/2	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1024	1026	Agranadero	DM
1026	✓	1.15.2.2.4.2.3 DM BPP Development - Week Ending 8/5	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1025	1027	Agranadero	DM
1027	✓	1.15.2.2.4.2.4 DM BPP Development - Week Ending 8/1	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1026	1028	Agranadero	DM
1028	✓	1.15.2.2.4.2.5 DM BPP Development - Week Ending 8/1	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1027	1029	Agranadero	DM
1029	✓	1.15.2.2.4.2.6 DM BPP Development - Week Ending 8/2	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1028	1030	Agranadero	DM
1030	✓	1.15.2.2.4.2.7 DM BPP Development - Week Ending 9/2	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1029	1031	Agranadero	DM
1031	✓	1.15.2.2.4.2.8 DM BPP Development - Week Ending 9/9	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1030	1032	Agranadero	DM
1032	✓	1.15.2.2.4.2.9 DM BPP Development - Week Ending 9/11	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1031	1033	Agranadero	DM
1033	✓	1.15.2.2.4.2.10 DM BPP Development - Week Ending 9/14	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1032	1034	Agranadero	DM
1034	✓	1.15.2.2.4.2.11 DM BPP Development - Week Ending 9/14	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1033	1035	Agranadero	DM
1035	✓	1.15.2.2.4.2.12 DM BPP Development - Week Ending 10/40	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1034	1036	Agranadero	DM
1036	✓	1.15.2.2.4.2.13 DM BPP Development - Week Ending 10/40	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1035	1037	Agranadero	DM
1037	✓	1.15.2.2.4.2.14 DM BPP Development - Week Ending 10/40	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1036	1038	Agranadero	DM
1038	✓	1.15.2.2.4.2.15 DM BPP Development - Week Ending 11/40	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1037	1039	Agranadero	DM
1039	✓	1.15.2.2.4.2.16 DM BPP Development - Week Ending 11/40	40 hrs	100%	5 days	10/31/16 8:00 AM	11/4/16 5:00 PM	1038		Agranadero	DM
1040	✓	<b>1.15.2.2.4.3 Billing BPPs</b>	<b>640 hrs</b>	<b>100%</b>	<b>80 days</b>	<b>7/18/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1041	✓	1.15.2.2.4.3.1 BIL BPP Development - Week Ending 7/2	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM		1042	igrau	BIL
1042	✓	1.15.2.2.4.3.2 BIL BPP Development - Week Ending 7/2	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1041	1043	igrau	BIL
1043	✓	1.15.2.2.4.3.3 BIL BPP Development - Week Ending 8/5	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1042	1044	igrau	BIL
1044	✓	1.15.2.2.4.3.4 BIL BPP Development - Week Ending 8/14	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1043	1045	igrau	BIL
1045	✓	1.15.2.2.4.3.5 BIL BPP Development - Week Ending 8/14	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1044	1046	igrau	BIL
1046	✓	1.15.2.2.4.3.6 BIL BPP Development - Week Ending 8/21	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1045	1047	igrau	BIL
1047	✓	1.15.2.2.4.3.7 BIL BPP Development - Week Ending 9/2	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1046	1048	igrau	BIL
1048	✓	1.15.2.2.4.3.8 BIL BPP Development - Week Ending 9/9	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1047	1049	igrau	BIL
1049	✓	1.15.2.2.4.3.9 BIL BPP Development - Week Ending 9/14	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1048	1050	igrau	BIL
1050	✓	1.15.2.2.4.3.10 BIL BPP Development - Week Ending 9/14	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1049	1051	igrau	BIL
1051	✓	1.15.2.2.4.3.11 BIL BPP Development - Week Ending 9/14	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1050	1052	igrau	BIL
1052	✓	1.15.2.2.4.3.12 BIL BPP Development - Week Ending 10/40	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1051	1053	igrau	BIL
1053	✓	1.15.2.2.4.3.13 BIL BPP Development - Week Ending 10/40	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1052	1054	igrau	BIL
1054	✓	1.15.2.2.4.3.14 BIL BPP Development - Week Ending 10/40	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1053	1055	igrau	BIL
1055	✓	1.15.2.2.4.3.15 BIL BPP Development - Week Ending 11/40	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1054	1056	igrau	BIL
1056	✓	1.15.2.2.4.3.16 BIL BPP Development - Week Ending 11/40	40 hrs	100%	5 days	10/31/16 8:00 AM	11/4/16 5:00 PM	1055		igrau	BIL
1057	✓	<b>1.15.2.2.4.4 IDE BPPs</b>	<b>640 hrs</b>	<b>100%</b>	<b>80 days</b>	<b>7/18/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1058	✓	1.15.2.2.4.4.1 IDE BPP Development - Week Ending 7/2	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM		1059	dpappaly	IDE
1059	✓	1.15.2.2.4.4.2 IDE BPP Development - Week Ending 7/2	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1058	1060	dpappaly	IDE
1060	✓	1.15.2.2.4.4.3 BIL BPP Development - Week Ending 8/5	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1059	1061	dpappaly	IDE

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1061	✓	1.15.2.2.4.4.4 IDE BPP Development - Week Ending 8/1	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1060	1062	dpappaly	IDE
1062	✓	1.15.2.2.4.4.5 IDE BPP Development - Week Ending 8/1	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1061	1063	dpappaly	IDE
1063	✓	1.15.2.2.4.4.6 IDE BPP Development - Week Ending 8/2	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1062	1064	dpappaly	IDE
1064	✓	1.15.2.2.4.4.7 IDE BPP Development - Week Ending 9/2	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1063	1065	dpappaly	IDE
1065	✓	1.15.2.2.4.4.8 IDE BPP Development - Week Ending 9/9	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1064	1066	dpappaly	IDE
1066	✓	1.15.2.2.4.4.9 IDE BPP Development - Week Ending 9/1	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1065	1067	dpappaly	IDE
1067	✓	1.15.2.2.4.4.10 IDE BPP Development - Week Ending 9/1	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1066	1068	dpappaly	IDE
1068	✓	1.15.2.2.4.4.11 IDE BPP Development - Week Ending 9/1	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1067	1069	dpappaly	IDE
1069	✓	1.15.2.2.4.4.12 IDE BPP Development - Week Ending 10/4	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1068	1070	dpappaly	IDE
1070	✓	1.15.2.2.4.4.13 IDE BPP Development - Week Ending 10/4	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1069	1071	dpappaly	IDE
1071	✓	1.15.2.2.4.4.14 IDE BPP Development - Week Ending 10/4	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1070	1072	dpappaly	IDE
1072	✓	1.15.2.2.4.4.15 IDE BPP Development - Week Ending 11/4	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1071	1073	dpappaly	IDE
1073	✓	1.15.2.2.4.4.16 IDE BPP Development - Week Ending 11/4	40 hrs	100%	5 days	10/31/16 8:00 AM	11/4/16 5:00 PM	1072		dpappaly	IDE
1074	✓	1.15.2.2.4.5 Business Process Procedure Complete for all t	0 hrs	100%	0 days	11/11/16 8:00 AM	11/11/16 8:00 AM		2997		
1075	✓	<b>1.15.2.2.5 Unit Testing</b>	<b>4,800 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1076	✓	<b>1.15.2.2.5.1 FI-CA Unit Testing</b>	<b>960 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1077	✓	1.15.2.2.5.1.1 Conduct FI-CA Unit Testing - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM		1078	Lkhowala	CA
1078	✓	1.15.2.2.5.1.2 Conduct FI-CA Unit Testing - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	1077	1079	Lkhowala	CA
1079	✓	1.15.2.2.5.1.3 Conduct FI-CA Unit Testing - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	1078	1080	Lkhowala	CA
1080	✓	1.15.2.2.5.1.4 Conduct FI-CA Unit Testing - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	1079	1081	Lkhowala	CA
1081	✓	1.15.2.2.5.1.5 Conduct FI-CA Unit Testing - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	1080	1082	Lkhowala	CA
1082	✓	1.15.2.2.5.1.6 Conduct FI-CA Unit Testing - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	1081	1083	Lkhowala	CA
1083	✓	1.15.2.2.5.1.7 Conduct FI-CA Unit Testing - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	1082	1084	Lkhowala	CA
1084	✓	1.15.2.2.5.1.8 Conduct FI-CA Unit Testing - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	1083	1085	Lkhowala	CA
1085	✓	1.15.2.2.5.1.9 Conduct FI-CA Unit Testing - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	1084	1086	Lkhowala	CA
1086	✓	1.15.2.2.5.1.10 Conduct FI-CA Unit Testing - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1085	1087	Lkhowala	CA
1087	✓	1.15.2.2.5.1.11 Conduct FI-CA Unit Testing - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1086	1088	Lkhowala	CA
1088	✓	1.15.2.2.5.1.12 Conduct FI-CA Unit Testing - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1087	1089	Lkhowala	CA
1089	✓	1.15.2.2.5.1.13 Conduct FI-CA Unit Testing - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1088	1090	Lkhowala	CA
1090	✓	1.15.2.2.5.1.14 Conduct FI-CA Unit Testing - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1089	1091	Lkhowala	CA
1091	✓	1.15.2.2.5.1.15 Conduct FI-CA Unit Testing - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1090	1092	Lkhowala	CA
1092	✓	1.15.2.2.5.1.16 Conduct FI-CA Unit Testing - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1091	1093	Lkhowala	CA

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1093	✓	1.15.2.2.5.1.17 Conduct FI-CA Unit Testing - Week Ending 9/9/16	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1092	1094	Lkhowala	CA
1094	✓	1.15.2.2.5.1.18 Conduct FI-CA Unit Testing - Week Ending 9/16/16	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1093	1095	Lkhowala	CA
1095	✓	1.15.2.2.5.1.19 Conduct FI-CA Unit Testing - Week Ending 9/23/16	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1094	1096	Lkhowala	CA
1096	✓	1.15.2.2.5.1.20 Conduct FI-CA Unit Testing - Week Ending 9/30/16	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1095	1097	Lkhowala	CA
1097	✓	1.15.2.2.5.1.21 Conduct FI-CA Unit Testing - Week Ending 10/7/16	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1096	1098	Lkhowala	CA
1098	✓	1.15.2.2.5.1.22 Conduct FI-CA Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1097	1099	Lkhowala	CA
1099	✓	1.15.2.2.5.1.23 Conduct FI-CA Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1098	1100	Lkhowala	CA
1100	✓	1.15.2.2.5.1.24 Conduct FI-CA Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1099		Lkhowala	CA
1101	✓	<b>1.15.2.2.5.2 CS Unit Testing</b>	<b>960 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1102	✓	1.15.2.2.5.2.1 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM		1103	avchakrabarti	CS
1103	✓	1.15.2.2.5.2.2 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	1102	1104	avchakrabarti	CS
1104	✓	1.15.2.2.5.2.3 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	1103	1105	avchakrabarti	CS
1105	✓	1.15.2.2.5.2.4 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	1104	1106	avchakrabarti	CS
1106	✓	1.15.2.2.5.2.5 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	1105	1107	avchakrabarti	CS
1107	✓	1.15.2.2.5.2.6 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	1106	1108	avchakrabarti	CS
1108	✓	1.15.2.2.5.2.7 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	1107	1109	avchakrabarti	CS
1109	✓	1.15.2.2.5.2.8 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	1108	1110	avchakrabarti	CS
1110	✓	1.15.2.2.5.2.9 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	1109	1111	avchakrabarti	CS
1111	✓	1.15.2.2.5.2.10 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1110	1112	avchakrabarti	CS
1112	✓	1.15.2.2.5.2.11 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1111	1113	avchakrabarti	CS
1113	✓	1.15.2.2.5.2.12 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1112	1114	avchakrabarti	CS
1114	✓	1.15.2.2.5.2.13 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1113	1115	avchakrabarti	CS
1115	✓	1.15.2.2.5.2.14 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1114	1116	avchakrabarti	CS
1116	✓	1.15.2.2.5.2.15 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1115	1117	avchakrabarti	CS
1117	✓	1.15.2.2.5.2.16 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1116	1118	avchakrabarti	CS
1118	✓	1.15.2.2.5.2.17 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1117	1119	avchakrabarti	CS
1119	✓	1.15.2.2.5.2.18 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1118	1120	avchakrabarti	CS
1120	✓	1.15.2.2.5.2.19 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1119	1121	avchakrabarti	CS
1121	✓	1.15.2.2.5.2.20 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1120	1122	avchakrabarti	CS
1122	✓	1.15.2.2.5.2.21 Conduct CS Unit Testing - Week Ending	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1121	1123	avchakrabarti	CS
1123	✓	1.15.2.2.5.2.22 Conduct CS Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1122	1124	avchakrabarti	CS
1124	✓	1.15.2.2.5.2.23 Conduct CS Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1123	1125	avchakrabarti	CS
1125	✓	1.15.2.2.5.2.24 Conduct CS Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1124		avchakrabarti	CS
1126	✓	<b>1.15.2.2.5.3 DM Unit Testing</b>	<b>960 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1127	✓	1.15.2.2.5.3.1 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM		1128	Agranadero	DM

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1128	✓	1.15.2.2.5.3.2 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	1127	1129	Agranadero	DM
1129	✓	1.15.2.2.5.3.3 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	1128	1130	Agranadero	DM
1130	✓	1.15.2.2.5.3.4 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	1129	1131	Agranadero	DM
1131	✓	1.15.2.2.5.3.5 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	1130	1132	Agranadero	DM
1132	✓	1.15.2.2.5.3.6 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	1131	1133	Agranadero	DM
1133	✓	1.15.2.2.5.3.7 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	1132	1134	Agranadero	DM
1134	✓	1.15.2.2.5.3.8 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	1133	1135	Agranadero	DM
1135	✓	1.15.2.2.5.3.9 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	1134	1136	Agranadero	DM
1136	✓	1.15.2.2.5.3.10 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1135	1137	Agranadero	DM
1137	✓	1.15.2.2.5.3.11 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1136	1138	Agranadero	DM
1138	✓	1.15.2.2.5.3.12 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1137	1139	Agranadero	DM
1139	✓	1.15.2.2.5.3.13 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1138	1140	Agranadero	DM
1140	✓	1.15.2.2.5.3.14 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1139	1141	Agranadero	DM
1141	✓	1.15.2.2.5.3.15 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1140	1142	Agranadero	DM
1142	✓	1.15.2.2.5.3.16 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1141	1143	Agranadero	DM
1143	✓	1.15.2.2.5.3.17 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1142	1144	Agranadero	DM
1144	✓	1.15.2.2.5.3.18 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1143	1145	Agranadero	DM
1145	✓	1.15.2.2.5.3.19 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1144	1146	Agranadero	DM
1146	✓	1.15.2.2.5.3.20 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1145	1147	Agranadero	DM
1147	✓	1.15.2.2.5.3.21 Conduct DM Unit Testing - Week Ending	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1146	1148	Agranadero	DM
1148	✓	1.15.2.2.5.3.22 Conduct DM Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1147	1149	Agranadero	DM
1149	✓	1.15.2.2.5.3.23 Conduct DM Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1148	1150	Agranadero	DM
1150	✓	1.15.2.2.5.3.24 Conduct DM Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1149		Agranadero	DM
1151	✓	<b>1.15.2.2.5.4 BIL Unit Testing</b>	<b>960 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1152	✓	1.15.2.2.5.4.1 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM		1153	igrau	BIL
1153	✓	1.15.2.2.5.4.2 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	1152	1154	igrau	BIL
1154	✓	1.15.2.2.5.4.3 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	1153	1155	igrau	BIL
1155	✓	1.15.2.2.5.4.4 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	1154	1156	igrau	BIL
1156	✓	1.15.2.2.5.4.5 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	1155	1157	igrau	BIL
1157	✓	1.15.2.2.5.4.6 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	1156	1158	igrau	BIL
1158	✓	1.15.2.2.5.4.7 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	1157	1159	igrau	BIL
1159	✓	1.15.2.2.5.4.8 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	1158	1160	igrau	BIL
1160	✓	1.15.2.2.5.4.9 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	1159	1161	igrau	BIL
1161	✓	1.15.2.2.5.4.10 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1160	1162	igrau	BIL
1162	✓	1.15.2.2.5.4.11 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1161	1163	igrau	BIL
1163	✓	1.15.2.2.5.4.12 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1162	1164	igrau	BIL
1164	✓	1.15.2.2.5.4.13 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1163	1165	igrau	BIL
1165	✓	1.15.2.2.5.4.14 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1164	1166	igrau	BIL
1166	✓	1.15.2.2.5.4.15 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1165	1167	igrau	BIL
1167	✓	1.15.2.2.5.4.16 Conduct BIL Unit Testing - Week Ending	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1166	1168	igrau	BIL

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
1168	✓	1.15.2.2.5.4.17	Conduct BIL Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1167	1169	igrau	BIL
1169	✓	1.15.2.2.5.4.18	Conduct BIL Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1168	1170	igrau	BIL
1170	✓	1.15.2.2.5.4.19	Conduct BIL Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1169	1171	igrau	BIL
1171	✓	1.15.2.2.5.4.20	Conduct BIL Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1170	1172	igrau	BIL
1172	✓	1.15.2.2.5.4.21	Conduct BIL Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1171	1173	igrau	BIL
1173	✓	1.15.2.2.5.4.22	Conduct BIL Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1172	1174	igrau	BIL
1174	✓	1.15.2.2.5.4.23	Conduct BIL Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1173	1175	igrau	BIL
1175	✓	1.15.2.2.5.4.24	Conduct BIL Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1174		igrau	BIL
1176	✓	<b>1.15.2.2.5.5 IDE Unit Testing</b>	<b>960 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>					
1177	✓	1.15.2.2.5.5.1	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM		1178	dpappaly	IDE
1178	✓	1.15.2.2.5.5.2	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	1177	1179	dpappaly	IDE
1179	✓	1.15.2.2.5.5.3	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	1178	1180	dpappaly	IDE
1180	✓	1.15.2.2.5.5.4	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	1179	1181	dpappaly	IDE
1181	✓	1.15.2.2.5.5.5	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	1180	1182	dpappaly	IDE
1182	✓	1.15.2.2.5.5.6	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	1181	1183	dpappaly	IDE
1183	✓	1.15.2.2.5.5.7	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM	1182	1184	dpappaly	IDE
1184	✓	1.15.2.2.5.5.8	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	1183	1185	dpappaly	IDE
1185	✓	1.15.2.2.5.5.9	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	1184	1186	dpappaly	IDE
1186	✓	1.15.2.2.5.5.10	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1185	1187	dpappaly	IDE
1187	✓	1.15.2.2.5.5.11	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	1186	1188	dpappaly	IDE
1188	✓	1.15.2.2.5.5.12	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	1187	1189	dpappaly	IDE
1189	✓	1.15.2.2.5.5.13	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	1188	1190	dpappaly	IDE
1190	✓	1.15.2.2.5.5.14	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	1189	1191	dpappaly	IDE
1191	✓	1.15.2.2.5.5.15	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	1190	1192	dpappaly	IDE
1192	✓	1.15.2.2.5.5.16	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1191	1193	dpappaly	IDE
1193	✓	1.15.2.2.5.5.17	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	9/5/16 8:00 AM	9/9/16 5:00 PM	1192	1194	dpappaly	IDE
1194	✓	1.15.2.2.5.5.18	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	9/12/16 8:00 AM	9/16/16 5:00 PM	1193	1195	dpappaly	IDE
1195	✓	1.15.2.2.5.5.19	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	9/19/16 8:00 AM	9/23/16 5:00 PM	1194	1196	dpappaly	IDE
1196	✓	1.15.2.2.5.5.20	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	9/26/16 8:00 AM	9/30/16 5:00 PM	1195	1197	dpappaly	IDE
1197	✓	1.15.2.2.5.5.21	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1196	1198	dpappaly	IDE
1198	✓	1.15.2.2.5.5.22	Conduct IDE Unit Testing - Week Ending 10/14/16	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1197	1199	dpappaly	IDE
1199	✓	1.15.2.2.5.5.23	Conduct IDE Unit Testing - Week Ending 10/21/16	40 hrs	100%	5 days	10/17/16 8:00 AM	10/21/16 5:00 PM	1198	1200	dpappaly	IDE
1200	✓	1.15.2.2.5.5.24	Conduct IDE Unit Testing - Week Ending 10/28/16	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1199		dpappaly	IDE
1201	✓	1.15.2.2.5.6 Unit Testing Complete	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			3032,3159		
1202	✓	<b>1.15.3 Organizational Change Management</b>	<b>3,040 hrs</b>	<b>100%</b>	<b>211 days</b>	<b>5/16/16 8:00 AM</b>	<b>3/3/17 5:00 PM</b>					
1203	✓	<b>1.15.3.1 Training Preparation</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>					
1204	✓	<b>1.15.3.1.1 Training Environment</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>					
1205	✓	1.15.3.1.1.1 Develop Training Environment Strategy	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			namudaliar	CMT	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1206	✓	<b>1.15.3.2 Training Logistics</b>	<b>600 hrs</b>	<b>100%</b>	<b>75 days</b>	<b>7/11/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>				
1207	✓	<b>1.15.3.2.1 Develop Logistics Approach</b>	<b>600 hrs</b>	<b>100%</b>	<b>75 days</b>	<b>7/11/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>				
1208	✓	1.15.3.2.1.1 Reserve classrooms for training	600 hrs	100%	75 days	7/11/16 8:00 AM	10/21/16 5:00 PM			Rachel.Greni	CMT
1209	✓	<b>1.15.3.3 Training Development and Delivery</b>	<b>1,240 hrs</b>	<b>100%</b>	<b>191 days</b>	<b>6/13/16 8:00 AM</b>	<b>3/3/17 5:00 PM</b>				
1210	✓	<b>1.15.3.3.1 Course Curriculum/Outlines</b>	<b>480 hrs</b>	<b>100%</b>	<b>86 days</b>	<b>6/13/16 8:00 AM</b>	<b>10/7/16 5:00 PM</b>				
1211	✓	1.15.3.3.1.1 Refine/Revise Course Curriculum	240 hrs	100%	30 days	6/13/16 8:00 AM	7/21/16 5:00 PM			1222,1223,12	namudaliar
1212	✓	1.15.3.3.1.2 Validate Refined Course Curriculum with Team	80 hrs	100%	10 days	7/22/16 8:00 AM	8/4/16 5:00 PM	1211	1213	namudaliar	CMT
1213	✓	1.15.3.3.1.3 Validate/Approve Refined Course Curriculum with Rachel/PMO	80 hrs	100%	10 days	8/5/16 8:00 AM	8/18/16 5:00 PM	1212	1214FS+26 days	namudaliar	CMT
1214	✓	1.15.3.3.1.4 Create Training Material Development Tracker	80 hrs	100%	10 days	9/26/16 8:00 AM	10/7/16 5:00 PM	1213FS+26	2511,1216	namudaliar	CMT
1215	✓	<b>1.15.3.3.2 Course Development</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>10/10/16 8:00 AM</b>	<b>10/14/16 5:00 PM</b>				
1216	✓	1.15.3.3.2.1 Define training material printing requirements	40 hrs	100%	5 days	10/10/16 8:00 AM	10/14/16 5:00 PM	1214		Rachel.Greni	CMT
1217	✓	<b>1.15.3.3.3 Engage Super-Users</b>	<b>320 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>6/27/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1218	✓	1.15.3.3.3.1 Develop Super User OnBoarding Presentation	80 hrs	100%	10 days	7/18/16 8:00 AM	7/29/16 5:00 PM			1219SS-15 d	namudaliar
1219	✓	1.15.3.3.3.2 Identify Super Users	160 hrs	100%	20 days	6/27/16 8:00 AM	7/22/16 5:00 PM	1218SS-15	1220FS+15 c	Rachel.Greni	CMT
1220	✓	1.15.3.3.3.3 Onboard Super Users (Kick off)	80 hrs	100%	10 days	8/15/16 8:00 AM	8/26/16 5:00 PM	1219FS+15		Rachel.Greni	CMT
1221	✓	<b>1.15.3.3.4 Trainer Preparation</b>	<b>320 hrs</b>	<b>100%</b>	<b>161 days</b>	<b>7/22/16 8:00 AM</b>	<b>3/3/17 5:00 PM</b>				
1222	✓	1.15.3.3.4.1 Develop Trainer Onboarding Presentation	80 hrs	100%	10 days	7/22/16 8:00 AM	8/4/16 5:00 PM	1211		namudaliar	CMT
1223	✓	1.15.3.3.4.2 Identify Trainers by Function	160 hrs	100%	20 days	7/22/16 8:00 AM	8/18/16 5:00 PM	1211		Rachel.Greni	CMT
1224	✓	1.15.3.3.4.3 Host Kick Off meeting with All Trainers	80 hrs	100%	10 days	2/20/17 8:00 AM	3/3/17 5:00 PM			namudaliar	CMT
1225	✓	<b>1.15.3.3.5 R2PM</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/13/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1226	✓	1.15.3.3.5.1 Pull HRIS Data and Create R2PM Template	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM			Rachel.Greni	CMT
1227	✓	<b>1.15.3.3.5.2 Map End Users to Courses</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>6/20/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1228	✓	1.15.3.3.5.2.1 Share R2PM template with Development	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM			Rachel.Greni	CMT
1229	✓	<b>1.15.3.4 Change Readiness and Business Engagement</b>	<b>1,080 hrs</b>	<b>100%</b>	<b>106 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/7/16 5:00 PM</b>				
1230	✓	<b>1.15.3.4.1 Stakeholder Engagement Activities</b>	<b>720 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>5/16/16 8:00 AM</b>	<b>7/14/16 5:00 PM</b>			1232SS,1234	Stephen.Cata
1231	✓	1.15.3.4.1.1 Conduct Sponsor Engagement	360 hrs	100%	45 days	5/16/16 8:00 AM	7/14/16 5:00 PM			Stephen.Cata	CMT
1232	✓	1.15.3.4.1.2 Conduct Coaching Engagement	360 hrs	100%	45 days	5/16/16 8:00 AM	7/14/16 5:00 PM	1231SS		Stephen.Cata	CMT
1233	✓	<b>1.15.3.4.2 Engage Change Agents</b>	<b>240 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>5/16/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1234	✓	1.15.3.4.2.1 Develop Change Agent Onboarding Presentatio	80 hrs	100%	10 days	5/16/16 8:00 AM	5/27/16 5:00 PM	1231SS	1235	Stephen.Cata	CMT
1235	✓	1.15.3.4.2.2 Identify Change Agents	120 hrs	100%	15 days	5/30/16 8:00 AM	6/17/16 5:00 PM	1234	1236	Stephen.Cata	CMT
1236	✓	1.15.3.4.2.3 Onboard Change Agents	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	1235		Stephen.Cata	CMT
1237	✓	<b>1.15.3.4.3 Change Readiness</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>9/19/16 8:00 AM</b>	<b>10/7/16 5:00 PM</b>				
1238	✓	1.15.3.4.3.1 Conduct Change Readiness Assessment #1	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM		1239	Stephen.Cata	CMT
1239	✓	1.15.3.4.3.2 Deliver Change Readiness Assessment Report	40 hrs	100%	5 days	10/3/16 8:00 AM	10/7/16 5:00 PM	1238		Stephen.Cata	CMT
1240	✓	<b>1.15.4 Information Management</b>	<b>26,136 hrs</b>	<b>100%</b>	<b>190 days?</b>	<b>5/2/16 8:00 AM</b>	<b>1/19/17 5:00 PM</b>				
1241	✓	<b>1.15.4.1 Information Quality-Blueprint</b>	<b>680 hrs</b>	<b>100%</b>	<b>85 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/25/16 5:00 PM</b>				
1242	✓	1.15.4.1.1 Perform Legacy Data Analysis	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM		1243	Rachel.Greni	DATA
1243	✓	1.15.4.1.2 Develop Data Cleanup and Migration Workplan	160 hrs	100%	20 days	7/1/16 8:00 AM	7/28/16 5:00 PM	1242	1244	Rachel.Greni	DATA
1244	✓	1.15.4.1.3 Develop Data Cleansing Approach	160 hrs	100%	20 days	7/29/16 8:00 AM	8/25/16 5:00 PM	1243		Rachel.Greni	DATA
1245	✓	<b>1.15.4.2 Business Intelligence &amp; Data Warehousing</b>	<b>216 hrs</b>	<b>100%</b>	<b>16 days?</b>	<b>5/30/16 8:00 AM</b>	<b>6/20/16 5:00 PM</b>				
1246	✓	1.15.4.2.1 Install SAP BW Business Content Data Flows	80 hrs	100%	9 days?	5/30/16 8:00 AM	6/9/16 5:00 PM				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1247	✓	1.15.4.2.1.1 Sales Statistics Backend Objects & Data Load	8 hrs	100%	1 day?	5/30/16 8:00 AM	5/30/16 5:00 PM			Saiiyer	IM
1248	✓	1.15.4.2.1.2 Meter Reading Backend Objects & Data Load	8 hrs	100%	1 day?	5/30/16 8:00 AM	5/30/16 5:00 PM		1249	Saiiyer	IM
1249	✓	1.15.4.2.1.3 FICA Dunning Backend Objects & Data Load	8 hrs	100%	1 day?	5/31/16 8:00 AM	5/31/16 5:00 PM	1248	1250	Saiiyer	IM
1250	✓	1.15.4.2.1.4 FICA Business Partner Items Backend Objects & Data Load	8 hrs	100%	1 day?	6/1/16 8:00 AM	6/1/16 5:00 PM	1249	1251	Saiiyer	IM
1251	✓	1.15.4.2.1.5 CRM Activities Backend Objects & Data Load	8 hrs	100%	1 day?	6/2/16 8:00 AM	6/2/16 5:00 PM	1250	1252	Saiiyer	IM
1252	✓	1.15.4.2.1.6 FICA Payments Backend Objects & Data Load	8 hrs	100%	1 day?	6/3/16 8:00 AM	6/3/16 5:00 PM	1251	1253	Saiiyer	IM
1253	✓	1.15.4.2.1.7 Stock Statistics Backend Objects & Data Load	8 hrs	100%	1 day?	6/6/16 8:00 AM	6/6/16 5:00 PM	1252	1254	Saiiyer	IM
1254	✓	1.15.4.2.1.8 Quality Management Backend Objects & Data	8 hrs	100%	1 day?	6/7/16 8:00 AM	6/7/16 5:00 PM	1253	1255	Saiiyer	IM
1255	✓	1.15.4.2.1.9 External Collection Agency Backend Objects & Data Load	8 hrs	100%	1 day?	6/8/16 8:00 AM	6/8/16 5:00 PM	1254	1256	Saiiyer	IM
1256	✓	1.15.4.2.1.10 Identify Gaps in the Standard Data Flows & Troubleshoot Gaps	8 hrs	100%	1 day?	6/9/16 8:00 AM	6/9/16 5:00 PM	1255		Saiiyer	IM
1257	✓	<b>1.15.4.2.2 Unit Test SAP BW Business Content Queries</b>	<b>80 hrs</b>	<b>100%</b>	<b>9 days?</b>	<b>5/30/16 8:00 AM</b>	<b>6/9/16 5:00 PM</b>				
1258	✓	1.15.4.2.2.1 Sales Statistics Queries Unit Test	8 hrs	100%	1 day?	5/30/16 8:00 AM	5/30/16 5:00 PM			Saiiyer	IM
1259	✓	1.15.4.2.2.2 Meter Reading Queries Unit Test	8 hrs	100%	1 day?	5/30/16 8:00 AM	5/30/16 5:00 PM		1260	Saiiyer	IM
1260	✓	1.15.4.2.2.3 FICA Dunning Queries Unit Test	8 hrs	100%	1 day?	5/31/16 8:00 AM	5/31/16 5:00 PM	1259	1261	Saiiyer	IM
1261	✓	1.15.4.2.2.4 FICA Business Partner Items Queries Unit Test	8 hrs	100%	1 day?	6/1/16 8:00 AM	6/1/16 5:00 PM	1260	1262	Saiiyer	IM
1262	✓	1.15.4.2.2.5 CRM Activities Queries Unit Test	8 hrs	100%	1 day?	6/2/16 8:00 AM	6/2/16 5:00 PM	1261	1263	Saiiyer	IM
1263	✓	1.15.4.2.2.6 FICA Payments Queries Unit Test	8 hrs	100%	1 day?	6/3/16 8:00 AM	6/3/16 5:00 PM	1262	1264	Saiiyer	IM
1264	✓	1.15.4.2.2.7 Stock Statistics Queries Unit Test	8 hrs	100%	1 day?	6/6/16 8:00 AM	6/6/16 5:00 PM	1263	1265	Saiiyer	IM
1265	✓	1.15.4.2.2.8 Quality Management Queries Unit Test	8 hrs	100%	1 day?	6/7/16 8:00 AM	6/7/16 5:00 PM	1264	1266	Saiiyer	IM
1266	✓	1.15.4.2.2.9 External Collection Agency Queries Unit Test	8 hrs	100%	1 day?	6/8/16 8:00 AM	6/8/16 5:00 PM	1265	1267	Saiiyer	IM
1267	✓	1.15.4.2.2.10 Identify Gaps in the Standard Content Reports & Troubleshoot Gaps	8 hrs	100%	1 day?	6/9/16 8:00 AM	6/9/16 5:00 PM	1266		Saiiyer	IM
1268	✓	<b>1.15.4.2.3 Create Development Standards &amp; Guidelines</b>	<b>56 hrs</b>	<b>100%</b>	<b>7 days</b>	<b>6/10/16 8:00 AM</b>	<b>6/20/16 5:00 PM</b>				
1269	✓	1.15.4.2.3.1 SAP BW Development Standards & Naming Conventions	16 hrs	100%	2 days	6/10/16 8:00 AM	6/13/16 5:00 PM		1270	Saiiyer	IM
1270	✓	1.15.4.2.3.2 BusinessObjects Development Standards & Naming Conventions	16 hrs	100%	2 days	6/14/16 8:00 AM	6/15/16 5:00 PM	1269	1271	Saiiyer	IM
1271	✓	1.15.4.2.3.3 Performance Optimization Guidelines	24 hrs	100%	3 days	6/16/16 8:00 AM	6/20/16 5:00 PM	1270		Saiiyer	IM
1272	✓	<b>1.15.4.3 IM Development</b>	<b>25,240 hrs</b>	<b>100%</b>	<b>154 days?</b>	<b>6/21/16 8:00 AM</b>	<b>1/19/17 5:00 PM</b>				
1273	✓	<b>1.15.4.3.1 Develop BI Report Technical Specifications for ITC1</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1274	✓	1.15.4.3.1.1 Develop FI-CA Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1275	✓	1.15.4.3.1.2 Develop CS Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1276	✓	1.15.4.3.1.3 Develop DM Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1277	✓	1.15.4.3.1.4 Develop BIL Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1278	✓	1.15.4.3.1.5 Develop IDE Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1279	✓	<b>1.15.4.3.2 Develop BI Report Software Code for ITC1</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1280	✓	1.15.4.3.2.1 Develop FI-CA BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1281	✓	1.15.4.3.2.2 Develop CS BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1282	✓	1.15.4.3.2.3 Develop DM BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1283	✓	1.15.4.3.2.4 Develop BIL BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1284	✓	1.15.4.3.2.5 Develop IDE BI Report Software Code for ITC	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1285	✓	<b>1.15.4.3.3 Conduct BI Report Technical Unit Test for ITC1</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1286	✓	1.15.4.3.3.1 Conduct FI-CA BI Report Technical Unit Test for ITC 1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1287	✓	1.15.4.3.3.2 Conduct CS BI Report Technical Unit Test for ITC 1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1288	✓	1.15.4.3.3.3 Conduct DM BI Report Technical Unit Test for ITC 1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1289	✓	1.15.4.3.3.4 Conduct BIL BI Report Technical Unit Test for ITC 1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1290	✓	1.15.4.3.3.5 Conduct IDE BI Report Technical Unit Test for ITC 1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
1291	✓	<b>1.15.4.3.4 Development and Technical Unit Test for BI Reports ITC 1 Complete</b>	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			Saiiyer	IM
1292	✓	<b>1.15.4.3.5 Develop Functional Unit Test Cases and Test Plan for ITC1 BI Reports</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1293	✓	1.15.4.3.5.1 Develop FI-CA Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Lkhowala	CA
1294	✓	1.15.4.3.5.2 Develop CS Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			avchakrabarti	CS
1295	✓	1.15.4.3.5.3 Develop DM Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Agranadero	DM
1296	✓	1.15.4.3.5.4 Develop BIL Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			igrau	BIL
1297	✓	1.15.4.3.5.5 Develop IDE Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			dpappaly	IDE
1298	✓	<b>1.15.4.3.6 Conduct Functional Unit Test Cases for ITC1 BI Reports</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
1299	✓	1.15.4.3.6.1 Conduct FI-CA Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Lkhowala	CA
1300	✓	1.15.4.3.6.2 Conduct CS Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			avchakrabarti	CS
1301	✓	1.15.4.3.6.3 Conduct DM Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Agranadero	DM
1302	✓	1.15.4.3.6.4 Condu BIL Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			igrau	BIL
1303	✓	1.15.4.3.6.5 Conduct IDE Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			dpappaly	IDE
1304	✓	<b>1.15.4.3.7 Functional Unit Test for BI Reports ITC 1 Complete</b>	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			Hmenon	INT
1305	✓	<b>1.15.4.3.8 Develop BI Report Technical Specifications for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
1306	✓	1.15.4.3.8.1 Develop FI-CA Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1307	✓	1.15.4.3.8.2 Develop CS Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1308	✓	1.15.4.3.8.3 Develop DM Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1309	✓	1.15.4.3.8.4 Develop BIL Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1310	✓	1.15.4.3.8.5 Develop IDE Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1311	✓	<b>1.15.4.3.9 Develop BI Report Software Code for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
1312	✓	1.15.4.3.9.1 Develop FI-CA BI Report Software Code for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1313	✓	1.15.4.3.9.2 Develop CS BI Report Software Code for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1314	✓	1.15.4.3.9.3 Develop DM BI Report Software Code for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1315	✓	1.15.4.3.9.4 Develop BIL BI Report Software Code for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1316	✓	1.15.4.3.9.5 Develop IDE BI Report Software Code for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1317	✓	<b>1.15.4.3.10 Conduct BI Report Technical Unit Test for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
1318	✓	1.15.4.3.10.1 Conduct FI-CA BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1319	✓	1.15.4.3.10.2 Conduct CS BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1320	✓	1.15.4.3.10.3 Conduct DM BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1321	✓	1.15.4.3.10.4 Conduct BIL BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
1322	✓	1.15.4.3.10.5 Conduct IDE BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM		1323FS-1 day	Saiiyer	IM
1323	✓	<b>1.15.4.3.11 Development and Technical Unit Test for BI Reports ITC 2 Complete</b>	240 hrs	100%	30 days	12/9/16 8:00 AM	1/19/17 5:00 PM	1322FS-1 day		Saiiyer	IM
1324	✓	<b>1.15.4.3.12 Develop Functional Unit Test Cases and Test Plan for ITC2 BI Reports</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
1325	✓	1.15.4.3.12.1 Develop FI-CA Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Lkhowala	CA
1326	✓	1.15.4.3.12.2 Develop CS Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			avchakrabarti	CS
1327	✓	1.15.4.3.12.3 Develop DM Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Agranadero	DM
1328	✓	1.15.4.3.12.4 Develop BIL Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			igrau	BIL
1329	✓	1.15.4.3.12.5 Develop IDE Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			dpappaly	IDE
1330	✓	<b>1.15.4.3.13 Conduct Functional Unit Test Cases for ITC2 BI Reports</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
1331	✓	1.15.4.3.13.1 Conduct FI-CA Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Lkhowala	CA
1332	✓	1.15.4.3.13.2 Conduct CS Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			avchakrabarti	CS
1333	✓	1.15.4.3.13.3 Conduct DM Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Agranadero	DM
1334	✓	1.15.4.3.13.4 Conduct BIL Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			igrau	BIL
1335	✓	1.15.4.3.13.5 Conduct IDE Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			dpappaly	IDE
1336	✓	<b>1.15.4.3.13.6 Functional Unit Test for BI Reports ITC 2 Complete</b>	0 hrs	100%	0 days	12/9/16 8:00 AM	12/9/16 8:00 AM			Hmenon	INT
1337	✓	<b>1.15.5 Technology</b>	<b>95,888 hrs</b>	<b>100%</b>	<b>288 days?</b>	<b>5/2/16 8:00 AM</b>	<b>6/6/17 5:00 PM</b>				
1338	✓	<b>1.15.5.1 Infrastructure/Basis</b>	<b>49,480 hrs</b>	<b>100%</b>	<b>186 days?</b>	<b>5/2/16 8:00 AM</b>	<b>1/13/17 5:00 PM</b>				
1339	✓	<b>1.15.5.1.1 Technical Infrastructure for Sandbox</b>	<b>472 hrs</b>	<b>100%</b>	<b>59 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/20/16 5:00 PM</b>	17			
1340	✓	1.15.5.1.1.1 Establish Technical Infrastructure for Sandbox	472 hrs	100%	59 days	5/2/16 8:00 AM	7/20/16 5:00 PM			Richard.Griffi	INFRA
1341	✓	1.15.5.1.2 Develop Physical Infrastructure Test Cases	240 hrs	100%	30 days	5/23/16 8:00 AM	6/30/16 5:00 PM		1343	Richard.Griffi	INFRA
1342	✓	1.15.5.1.3 Develop Performance and Stress Test Cases	120 hrs	100%	15 days	6/13/16 8:00 AM	6/30/16 5:00 PM			Richard.Griffi	INFRA
1343	✓	1.15.5.1.4 Develop Physical Infrastructure Test Plan	120 hrs	100%	15 days	7/1/16 8:00 AM	7/21/16 5:00 PM	1341		Richard.Griffi	INFRA
1344	✓	1.15.5.1.5 Develop Performance and Stress Test Plan	120 hrs	100%	15 days	6/13/16 8:00 AM	6/30/16 5:00 PM		2017	Richard.Griffi	INFRA
1345	✓	<b>1.15.5.1.6 Build Systems</b>	<b>46,952 hrs</b>	<b>100%</b>	<b>176 days?</b>	<b>5/2/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1346	✓	<b>1.15.5.1.6.1 Sandbox Systems</b>	<b>10,264 hrs</b>	<b>100%</b>	<b>72 days?</b>	<b>5/2/16 8:00 AM</b>	<b>8/8/16 5:00 PM</b>				
1347	✓	<b>1.15.5.1.6.1.1 ECC</b>	<b>1,600 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1348	✓	<b>1.15.5.1.6.1.1.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>	1352			
1349	✓	1.15.5.1.6.1.1.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1350	✓	1.15.5.1.6.1.1.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1351	✓	1.15.5.1.6.1.1.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1352	✓	<b>1.15.5.1.6.1.1.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>	<b>1348</b>	<b>1355</b>		
1353	✓	1.15.5.1.6.1.1.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1354	✓	1.15.5.1.6.1.1.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1355	✓	<b>1.15.5.1.6.1.1.3 Post Install Steps</b>	<b>1,000 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>	<b>1352</b>			
1356	✓	1.15.5.1.6.1.1.3.1 Perform ABAP Installation Chec	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1357	✓	1.15.5.1.6.1.1.3.2 Install HANA and SAP License	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1358	✓	1.15.5.1.6.1.1.3.3 Upgrade SAP Kernel	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1359	✓	1.15.5.1.6.1.1.3.4 Initialize CTS and configure STMS configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1360	✓	1.15.5.1.6.1.1.3.5 Install required support package	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1361	✓	1.15.5.1.6.1.1.3.6 Upgrade IS-UT component	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1362	✓	1.15.5.1.6.1.1.3.7 Maintain Company Address & Create user for security	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1363	✓	1.15.5.1.6.1.1.3.8 Import SAP Profiles in RZ10	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1364	✓	1.15.5.1.6.1.1.3.9 Update profile Parameters	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1365	✓	1.15.5.1.6.1.1.3.10 Maintain Logon Groups/ RFC S	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1366	✓	1.15.5.1.6.1.1.3.11 Run SGEN	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1367	✓	1.15.5.1.6.1.1.3.12 Create clients in SCC4 and perform client copy	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1368	✓	1.15.5.1.6.1.1.3.13 Create logical systems and assign it accordingly	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1369	✓	<b>1.15.5.1.6.1.1.3.14 Create following RFC connect</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1370	✓	1.15.5.1.6.1.1.3.14.1 ECC system to CRM system (work with security for user ID)	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1371	✓	1.15.5.1.6.1.1.3.15 Schedule default jobs in SM36	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1372	✓	1.15.5.1.6.1.1.3.16 Integrate ECC system with SLD	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1373	✓	1.15.5.1.6.1.1.3.17 Create technical and business system for ECC in SLD	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1374	✓	1.15.5.1.6.1.1.3.18 Set system timezone	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1375	✓	1.15.5.1.6.1.1.3.19 Activate business functions	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1376	✓	1.15.5.1.6.1.1.3.20 Update Company Logo and Configure Initial Screen for system/client details	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1377	✓	1.15.5.1.6.1.1.3.21 Setup OSS connection & Upda	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1378	✓	1.15.5.1.6.1.1.3.22 Maintain client settings in SE06	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1379	✓	1.15.5.1.6.1.1.3.23 Update SAP Service Marketplace System Data	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1380	✓	1.15.5.1.6.1.1.3.24 Restart SAP and HANA DB ins	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1381	✓	1.15.5.1.6.1.1.3.25 Full Database Backup using H	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1382	✓	<b>1.15.5.1.6.1.2 CRM</b>	<b>1,640 hrs</b>	<b>100%</b>	<b>40 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/28/16 5:00 PM</b>				
1383	✓	<b>1.15.5.1.6.1.2.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1384	✓	1.15.5.1.6.1.2.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1385	✓	1.15.5.1.6.1.2.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1386	✓	1.15.5.1.6.1.2.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
1387	✓	<b>1.15.5.1.6.1.2.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>					
1388	✓	1.15.5.1.6.1.2.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA	
1389	✓	1.15.5.1.6.1.2.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA	
1390	✓	<b>1.15.5.1.6.1.2.3 Post Install Steps</b>	<b>1,040 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/22/16 8:00 AM</b>	<b>7/28/16 5:00 PM</b>					
1391	✓	1.15.5.1.6.1.2.3.1 Perform ABAP Installation Chec	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1392	✓	1.15.5.1.6.1.2.3.2 Install HANA and SAP License	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1393	✓	1.15.5.1.6.1.2.3.3 Upgrade SAP Kernel	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1394	✓	1.15.5.1.6.1.2.3.4 Initialize CTS and configure STMS configuration	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1395	✓	1.15.5.1.6.1.2.3.5 Install required support package	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1396	✓	1.15.5.1.6.1.2.3.6 Maintain Company Address & Create user for security	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1397	✓	1.15.5.1.6.1.2.3.7 Import SAP Profiles in RZ10	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1398	✓	1.15.5.1.6.1.2.3.8 Update profile Parameters	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1399	✓	1.15.5.1.6.1.2.3.9 Maintain Logon Groups/ RFC Se	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1400	✓	1.15.5.1.6.1.2.3.10 Run SGEN	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1401	✓	1.15.5.1.6.1.2.3.11 Create clients in SCC4 and perform client copy	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1402	✓	1.15.5.1.6.1.2.3.12 Create logical systems and assign it accordingly	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1403	✓	<b>1.15.5.1.6.1.2.3.13 Create following RFC connection</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/22/16 8:00 AM</b>	<b>7/28/16 5:00 PM</b>					
1404	✓	1.15.5.1.6.1.2.3.13.1 CRM system to ECC system (work with security for user ID)	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1405	✓	1.15.5.1.6.1.2.3.14 Schedule default jobs in SM36	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1406	✓	1.15.5.1.6.1.2.3.15 Integrate CRM system with SLI	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1407	✓	1.15.5.1.6.1.2.3.16 Create technical and business system for CRM in SLD	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1408	✓	1.15.5.1.6.1.2.3.17 Set system timezone	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1409	✓	1.15.5.1.6.1.2.3.18 Activate business functions	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1410	✓	1.15.5.1.6.1.2.3.19 Activate CRM WEB UI services	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1411	✓	1.15.5.1.6.1.2.3.20 Update Company Logo and Configure Initial Screen for system/client details	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1412	✓	1.15.5.1.6.1.2.3.21 Setup OSS connection & Update	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1413	✓	1.15.5.1.6.1.2.3.22 Configure Single Sign On between CRM ABAP and CRM WebUI	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1414	✓	1.15.5.1.6.1.2.3.23 Maintain client settings in SE06	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1415	✓	1.15.5.1.6.1.2.3.24 Update SAP Service Marketplace System Data	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1416	✓	1.15.5.1.6.1.2.3.25 Restart SAP and HANA DB ins	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1417	✓	1.15.5.1.6.1.2.3.26 Full Database Backup using H	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1418	✓	<b>1.15.5.1.6.1.3 BW</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>					
1419	✓	<b>1.15.5.1.6.1.3.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>					
1420	✓	1.15.5.1.6.1.3.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1421	✓	1.15.5.1.6.1.3.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1422	✓	1.15.5.1.6.1.3.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
1423	✓	<b>1.15.5.1.6.1.3.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>					
1424	✓	1.15.5.1.6.1.3.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA	
1425	✓	1.15.5.1.6.1.3.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			1427	ssammeta	INFRA
1426	✓	<b>1.15.5.1.6.1.3.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>					
1427	✓	1.15.5.1.6.1.3.3.1 Client Copy	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1425		ssammeta	INFRA	
1428	✓	1.15.5.1.6.1.3.3.2 Business Function activation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1429	✓	1.15.5.1.6.1.3.3.3 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1430	✓	1.15.5.1.6.1.3.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1431	✓	1.15.5.1.6.1.3.3.5 STMS Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1432	✓	1.15.5.1.6.1.3.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1433	✓	1.15.5.1.6.1.3.3.7 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1434	✓	<b>1.15.5.1.6.1.4 BOE</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>					
1435	✓	<b>1.15.5.1.6.1.4.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>					
1436	✓	1.15.5.1.6.1.4.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1437	✓	1.15.5.1.6.1.4.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1438	✓	1.15.5.1.6.1.4.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1439	✓	<b>1.15.5.1.6.1.4.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>					
1440	✓	1.15.5.1.6.1.4.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA	
1441	✓	1.15.5.1.6.1.4.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM	1443		ssammeta	INFRA	
1442	✓	<b>1.15.5.1.6.1.4.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>					
1443	✓	1.15.5.1.6.1.4.3.1 Verify installation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1441		ssammeta	INFRA	
1444	✓	1.15.5.1.6.1.4.3.2 Run System Configuration Wiza	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1445	✓	1.15.5.1.6.1.4.3.3 Firewall Ports	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1446	✓	1.15.5.1.6.1.4.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1447	✓	1.15.5.1.6.1.4.3.5 File Repository Server configura	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1448	✓	1.15.5.1.6.1.4.3.6 Configuring various Server/Servi	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1449	✓	1.15.5.1.6.1.4.3.7 Perform Cross system tasks and system validation	0 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM					
1450	✓	1.15.5.1.6.1.4.3.8 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA	
1451	✓	<b>1.15.5.1.6.1.5 PO</b>	<b>1,000 hrs</b>	<b>100%</b>	<b>40 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/28/16 5:00 PM</b>					
1452	✓	<b>1.15.5.1.6.1.5.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>					
1453	✓	1.15.5.1.6.1.5.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1454	✓	1.15.5.1.6.1.5.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1455	✓	1.15.5.1.6.1.5.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA	
1456	✓	<b>1.15.5.1.6.1.5.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>					
1457	✓	1.15.5.1.6.1.5.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA	
1458	✓	1.15.5.1.6.1.5.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA	
1459	✓	<b>1.15.5.1.6.1.5.3 Post Install Steps</b>	<b>400 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/22/16 8:00 AM</b>	<b>7/28/16 5:00 PM</b>					
1460	✓	1.15.5.1.6.1.5.3.1 Install SAP License	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	
1461	✓	1.15.5.1.6.1.5.3.2 Kernel Upgrade	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1462	✓	1.15.5.1.6.1.5.3.3 Support Package Installation	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1463	✓	1.15.5.1.6.1.5.3.4 Run Initial PO configuration wizard from NWA	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1464	✓	1.15.5.1.6.1.5.3.5 Run Initial SLD configuration wizard from NWA	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1465	✓	1.15.5.1.6.1.5.3.6 Import required ESR content	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1466	✓	1.15.5.1.6.1.5.3.7 Configure RFC Destinations (based on requirement)	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1467	✓	1.15.5.1.6.1.5.3.8 Configure Second Server Node	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1468	✓	1.15.5.1.6.1.5.3.9 Switch ON archive mode	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1469	✓	1.15.5.1.6.1.5.3.10 Offline Database Backup	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM			ssammeta	INFRA
1470	✓	<b>1.15.5.1.6.1.6 Data Services</b>	<b>808 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/16/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1471	✓	<b>1.15.5.1.6.1.6.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/16/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1472	✓	1.15.5.1.6.1.6.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1473	✓	1.15.5.1.6.1.6.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1474	✓	1.15.5.1.6.1.6.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1475	✓	<b>1.15.5.1.6.1.6.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1476	✓	1.15.5.1.6.1.6.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1477	✓	1.15.5.1.6.1.6.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1479	ssammeta	INFRA
1478	✓	<b>1.15.5.1.6.1.6.3 Post Install Steps</b>	<b>208 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1479	✓	1.15.5.1.6.1.6.3.1 Verify installation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1477		ssammeta	INFRA
1480	✓	1.15.5.1.6.1.6.3.2 Run System Configuration Wizard	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1481	✓	1.15.5.1.6.1.6.3.3 Firewall Ports	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1482	✓	1.15.5.1.6.1.6.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1483	✓	1.15.5.1.6.1.6.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1484	✓	1.15.5.1.6.1.6.3.6 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1485	✓	<b>1.15.5.1.6.1.7 Build HP Suite</b>	<b>2,712 hrs</b>	<b>100%</b>	<b>72 days?</b>	<b>5/2/16 8:00 AM</b>	<b>8/8/16 5:00 PM</b>				
1486	✓	<b>1.15.5.1.6.1.7.1 Plan</b>	<b>2,112 hrs</b>	<b>100%</b>	<b>66 days?</b>	<b>5/2/16 8:00 AM</b>	<b>7/29/16 5:00 PM</b>		1491		
1487	✓	1.15.5.1.6.1.7.1.1 OS-DB Platform Decision	528 hrs	100%	66 days?	5/2/16 8:00 AM	7/29/16 5:00 PM			Richard.Griffi	INFRA
1488	✓	1.15.5.1.6.1.7.1.2 Physical/Virtual Decision	528 hrs	100%	66 days?	5/2/16 8:00 AM	7/29/16 5:00 PM			Richard.Griffi	INFRA
1489	✓	1.15.5.1.6.1.7.1.3 Determine system role and usage	528 hrs	100%	66 days?	5/2/16 8:00 AM	7/29/16 5:00 PM			Richard.Griffi	INFRA
1490	✓	1.15.5.1.6.1.7.1.4 System Sizing	528 hrs	100%	66 days	5/2/16 8:00 AM	7/29/16 5:00 PM			Richard.Griffi	INFRA
1491	✓	<b>1.15.5.1.6.1.7.2 Provision</b>	<b>96 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/1/16 8:00 AM</b>	<b>8/8/16 5:00 PM</b>	1486			
1492	✓	1.15.5.1.6.1.7.2.1 Hardware Setup	48 hrs	100%	6 days	8/1/16 8:00 AM	8/8/16 5:00 PM			Richard.Griffi	INFRA
1493	✓	1.15.5.1.6.1.7.2.2 Network Setup	48 hrs	100%	6 days	8/1/16 8:00 AM	8/8/16 5:00 PM			Richard.Griffi	INFRA
1494	✓	<b>1.15.5.1.6.1.7.3 Prepare Installation</b>	<b>192 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>7/5/16 8:00 AM</b>	<b>7/12/16 5:00 PM</b>		1499		
1495	✓	1.15.5.1.6.1.7.3.1 Download software	48 hrs	100%	6 days	7/5/16 8:00 AM	7/12/16 5:00 PM			Richard.Griffi	INFRA
1496	✓	1.15.5.1.6.1.7.3.2 Review support messages	48 hrs	100%	6 days	7/5/16 8:00 AM	7/12/16 5:00 PM			Richard.Griffi	INFRA
1497	✓	1.15.5.1.6.1.7.3.3 Fulfill the OS prerequisites for software installation	48 hrs	100%	6 days	7/5/16 8:00 AM	7/12/16 5:00 PM			Richard.Griffi	INFRA
1498	✓	1.15.5.1.6.1.7.3.4 OS Security Setup	48 hrs	100%	6 days	7/5/16 8:00 AM	7/12/16 5:00 PM			Richard.Griffi	INFRA
1499	✓	<b>1.15.5.1.6.1.7.4 Install Application</b>	<b>160 hrs</b>	<b>100%</b>	<b>4 days</b>	<b>7/13/16 8:00 AM</b>	<b>7/18/16 5:00 PM</b>	1494	1505		

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1500	✓	1.15.5.1.6.1.7.4.1 Install the Main instance	32 hrs	100%	4 days	7/13/16 8:00 AM	7/18/16 5:00 PM			Richard.Griffi	INFRA
1501	✓	1.15.5.1.6.1.7.4.2 Install the DB	32 hrs	100%	4 days	7/13/16 8:00 AM	7/18/16 5:00 PM			Richard.Griffi	INFRA
1502	✓	1.15.5.1.6.1.7.4.3 Add on Installs	32 hrs	100%	4 days	7/13/16 8:00 AM	7/18/16 5:00 PM			Richard.Griffi	INFRA
1503	✓	1.15.5.1.6.1.7.4.4 DB SW Patch Installation	32 hrs	100%	4 days	7/13/16 8:00 AM	7/18/16 5:00 PM			Richard.Griffi	INFRA
1504	✓	1.15.5.1.6.1.7.4.5 Post-Installation steps and check	32 hrs	100%	4 days	7/13/16 8:00 AM	7/18/16 5:00 PM			Richard.Griffi	INFRA
1505	✓	<b>1.15.5.1.6.1.7.5 Post Installation activities</b>	<b>72 hrs</b>	<b>100%</b>	<b>3 days</b>	<b>7/19/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>	<b>1499</b>	<b>1509</b>		
1506	✓	1.15.5.1.6.1.7.5.1 System tuning and configuration	24 hrs	100%	3 days	7/19/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1507	✓	1.15.5.1.6.1.7.5.2 System Connectivity configuration	24 hrs	100%	3 days	7/19/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1508	✓	1.15.5.1.6.1.7.5.3 Component specific configuration	24 hrs	100%	3 days	7/19/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1509	✓	<b>1.15.5.1.6.1.7.6 Backup</b>	<b>48 hrs</b>	<b>100%</b>	<b>2 days</b>	<b>7/22/16 8:00 AM</b>	<b>7/25/16 5:00 PM</b>	<b>1505</b>			
1510	✓	1.15.5.1.6.1.7.6.1 Backup tool configurations	16 hrs	100%	2 days	7/22/16 8:00 AM	7/25/16 5:00 PM			Richard.Griffi	INFRA
1511	✓	1.15.5.1.6.1.7.6.2 OS Backup	16 hrs	100%	2 days	7/22/16 8:00 AM	7/25/16 5:00 PM			Richard.Griffi	INFRA
1512	✓	1.15.5.1.6.1.7.6.3 DB backup	16 hrs	100%	2 days	7/22/16 8:00 AM	7/25/16 5:00 PM			Richard.Griffi	INFRA
1513	✓	<b>1.15.5.1.6.1.7.7 Release</b>	<b>32 hrs</b>	<b>100%</b>	<b>2 days</b>	<b>7/25/16 8:00 AM</b>	<b>7/26/16 5:00 PM</b>				
1514	✓	1.15.5.1.6.1.7.7.1 Hand over to Security team	16 hrs	100%	2 days	7/25/16 8:00 AM	7/26/16 5:00 PM			Richard.Griffi	INFRA
1515	✓	1.15.5.1.6.1.7.7.2 Update PMO about status	16 hrs	100%	2 days	7/25/16 8:00 AM	7/26/16 5:00 PM			Richard.Griffi	INFRA
1516	✓	<b>1.15.5.1.6.1.8 NW 7.4</b>	<b>808 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1517	✓	<b>1.15.5.1.6.1.8.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1518	✓	1.15.5.1.6.1.8.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1519	✓	1.15.5.1.6.1.8.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1520	✓	1.15.5.1.6.1.8.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1521	✓	<b>1.15.5.1.6.1.8.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1522	✓	1.15.5.1.6.1.8.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1523	✓	1.15.5.1.6.1.8.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		<b>1524</b>	ssammeta	INFRA
1524	✓	<b>1.15.5.1.6.1.8.3 Post Install Steps</b>	<b>208 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>	<b>1523</b>			
1525	✓	1.15.5.1.6.1.8.3.1 Perform Installation Check	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1526	✓	1.15.5.1.6.1.8.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1527	✓	1.15.5.1.6.1.8.3.3 Adjust Java system properties	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1528	✓	1.15.5.1.6.1.8.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1529	✓	1.15.5.1.6.1.8.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1530	✓	1.15.5.1.6.1.8.3.6 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1531	✓	<b>1.15.5.1.6.2 Physical Infrastructure-Blueprint</b>	<b>2,560 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>6/20/16 8:00 AM</b>	<b>9/8/16 5:00 PM</b>				
1532	✓	<b>1.15.5.1.6.2.1 Build Non-Production Environments - Development</b>	<b>480 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>6/20/16 8:00 AM</b>	<b>9/8/16 5:00 PM</b>				
1533	✓	1.15.5.1.6.2.1.1 Place holder for other 3rd party tools	480 hrs	100%	60 days	6/20/16 8:00 AM	9/8/16 5:00 PM			Richard.Griffi	INFRA
1534	✓	1.15.5.1.6.2.2 Disaster Recovery Landscape Design	480 hrs	100%	60 days	6/20/16 8:00 AM	9/8/16 5:00 PM			Richard.Griffi	INFRA
1535	✓	<b>1.15.5.1.6.2.3 Technology Operations-Blueprint</b>	<b>1,000 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>6/20/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>				
1536	✓	1.15.5.1.6.2.3.1 Define Backup and Restore Design Approach	400 hrs	100%	10 days	6/20/16 8:00 AM	6/30/16 5:00 PM				
1537	✓	1.15.5.1.6.2.3.1.1 Back type classification	80 hrs	100%	10 days	6/20/16 8:00 AM	6/30/16 5:00 PM			Richard.Griffi	INFRA
1538	✓	1.15.5.1.6.2.3.1.2 Backup tools	80 hrs	100%	10 days	6/20/16 8:00 AM	6/30/16 5:00 PM			Richard.Griffi	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1539	✓	1.15.5.1.6.2.3.1.3 Backup frequency	80 hrs	100%	10 days	6/20/16 8:00 AM	6/30/16 5:00 PM			Richard.Griffi	INFRA
1540	✓	1.15.5.1.6.2.3.1.4 Restore tools and process	80 hrs	100%	10 days	6/20/16 8:00 AM	6/30/16 5:00 PM			Richard.Griffi	INFRA
1541	✓	1.15.5.1.6.2.3.1.5 Backup and Restore RACI mat	80 hrs	100%	10 days	6/20/16 8:00 AM	6/30/16 5:00 PM			Richard.Griffi	INFRA
1542	✓	<b>1.15.5.1.6.2.3.2 Develop Patch Change Control Pr</b>	<b>600 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>6/20/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>				
1543	✓	1.15.5.1.6.2.3.2.1 Document software patch sche	200 hrs	100%	25 days	6/20/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1544	✓	1.15.5.1.6.2.3.2.2 Patch request and approval pro	200 hrs	100%	25 days	6/20/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1545	✓	1.15.5.1.6.2.3.2.3 Patch change control RACI mat	200 hrs	100%	25 days	6/20/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1546	✓	<b>1.15.5.1.6.2.4 Infrastructure Testing-Blueprint</b>	<b>600 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>6/20/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>				
1547	✓	1.15.5.1.6.2.4.1 Define Backup and Restore Testing	200 hrs	100%	25 days	6/20/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1548	✓	1.15.5.1.6.2.4.2 Test Non-Production Environment In	200 hrs	100%	25 days	6/20/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1549	✓	1.15.5.1.6.2.4.3 Test Third-Party Tools (Infrastructure / Installation )	200 hrs	100%	25 days	6/20/16 8:00 AM	7/21/16 5:00 PM			Richard.Griffi	INFRA
1550	✓	<b>1.15.5.1.6.3 Estimate Production Hardware sizing</b>	<b>3,840 hrs</b>	<b>100%</b>	<b>80 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/18/16 5:00 PM</b>				
1551	✓	1.15.5.1.6.3.1 Identify production system SLAs (Business)	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Mark.Moriset	INFRA
1552	✓	1.15.5.1.6.3.2 Collect information on volumetrics, concurrent user counts etc for filling in quick sizer	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Richard.Griffi	INFRA
1553	✓	1.15.5.1.6.3.3 HA and Disaster Recovery considerations	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Richard.Griffi	INFRA
1554	✓	1.15.5.1.6.3.4 Complete the quick sizer document	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Richard.Griffi	INFRA
1555	✓	1.15.5.1.6.3.5 Work with the hardware vendor for sizing recommendations	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Richard.Griffi	INFRA
1556	✓	1.15.5.1.6.3.6 Fine tune the production build plan based on the sizing analysis	640 hrs	100%	80 days	5/2/16 8:00 AM	8/18/16 5:00 PM			Richard.Griffi	INFRA
1557	✓	<b>1.15.5.1.6.4 Development Systems</b>	<b>5,856 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1558	✓	<b>1.15.5.1.6.4.1 ECC</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1559	✓	<b>1.15.5.1.6.4.1.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>		<b>1563</b>		
1560	✓	1.15.5.1.6.4.1.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1561	✓	1.15.5.1.6.4.1.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1562	✓	1.15.5.1.6.4.1.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1563	✓	<b>1.15.5.1.6.4.1.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>	<b>1559</b>	<b>1566</b>		
1564	✓	1.15.5.1.6.4.1.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1565	✓	1.15.5.1.6.4.1.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1566	✓	<b>1.15.5.1.6.4.1.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>	<b>1563</b>			
1567	✓	1.15.5.1.6.4.1.3.1 Client Copy	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1568	✓	1.15.5.1.6.4.1.3.2 Business Function activation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1569	✓	1.15.5.1.6.4.1.3.3 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1570	✓	1.15.5.1.6.4.1.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1571	✓	1.15.5.1.6.4.1.3.5 STMS Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1572	✓	1.15.5.1.6.4.1.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1573	✓	1.15.5.1.6.4.1.3.7 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1574	✓	<b>1.15.5.1.6.4.2 CRM</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1575	✓	<b>1.15.5.1.6.4.2.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1576	✓	1.15.5.1.6.4.2.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1577	✓	1.15.5.1.6.4.2.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1578	✓	1.15.5.1.6.4.2.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1579	✓	<b>1.15.5.1.6.4.2.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1580	✓	1.15.5.1.6.4.2.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1581	✓	1.15.5.1.6.4.2.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1583	ssammeta	INFRA
1582	✓	<b>1.15.5.1.6.4.2.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1583	✓	1.15.5.1.6.4.2.3.1 Client Copy	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1581		ssammeta	INFRA
1584	✓	1.15.5.1.6.4.2.3.2 Business Function activation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1585	✓	1.15.5.1.6.4.2.3.3 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1586	✓	1.15.5.1.6.4.2.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1587	✓	1.15.5.1.6.4.2.3.5 STMS Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1588	✓	1.15.5.1.6.4.2.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1589	✓	1.15.5.1.6.4.2.3.7 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1590	✓	<b>1.15.5.1.6.4.3 BW</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1591	✓	<b>1.15.5.1.6.4.3.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1592	✓	1.15.5.1.6.4.3.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1593	✓	1.15.5.1.6.4.3.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1594	✓	1.15.5.1.6.4.3.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1595	✓	<b>1.15.5.1.6.4.3.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1596	✓	1.15.5.1.6.4.3.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1597	✓	1.15.5.1.6.4.3.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1599	ssammeta	INFRA
1598	✓	<b>1.15.5.1.6.4.3.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1599	✓	1.15.5.1.6.4.3.3.1 Client Copy	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1597		ssammeta	INFRA
1600	✓	1.15.5.1.6.4.3.3.2 Business Function activation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1601	✓	1.15.5.1.6.4.3.3.3 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1602	✓	1.15.5.1.6.4.3.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1603	✓	1.15.5.1.6.4.3.3.5 STMS Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1604	✓	1.15.5.1.6.4.3.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1605	✓	1.15.5.1.6.4.3.3.7 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1606	✓	<b>1.15.5.1.6.4.4 BOE</b>	<b>888 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1607	✓	<b>1.15.5.1.6.4.4.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1608	✓	1.15.5.1.6.4.4.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1609	✓	1.15.5.1.6.4.4.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1610	✓	1.15.5.1.6.4.4.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1611	✓	<b>1.15.5.1.6.4.4.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1612	✓	1.15.5.1.6.4.4.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1613	✓	1.15.5.1.6.4.4.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1615	ssammeta	INFRA
1614	✓	<b>1.15.5.1.6.4.4.3 Post Install Steps</b>	<b>288 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1615	✓	1.15.5.1.6.4.4.3.1 Verify installation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1613		ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1616	✓	1.15.5.1.6.4.4.3.2 Run System Configuration Wizard	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1617	✓	1.15.5.1.6.4.4.3.3 Firewall Ports	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1618	✓	1.15.5.1.6.4.4.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1619	✓	1.15.5.1.6.4.4.3.5 File Repository Server configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1620	✓	1.15.5.1.6.4.4.3.6 Configuring various Server/Services	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1621	✓	1.15.5.1.6.4.4.3.7 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1622	✓	1.15.5.1.6.4.4.3.8 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1623	✓	<b>1.15.5.1.6.4.5 PO</b>	<b>808 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1624	✓	<b>1.15.5.1.6.4.5.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1625	✓	1.15.5.1.6.4.5.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1626	✓	1.15.5.1.6.4.5.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1627	✓	1.15.5.1.6.4.5.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1628	✓	<b>1.15.5.1.6.4.5.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1629	✓	1.15.5.1.6.4.5.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1630	✓	1.15.5.1.6.4.5.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1632	ssammeta	INFRA
1631	✓	<b>1.15.5.1.6.4.5.3 Post Install Steps</b>	<b>208 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1632	✓	1.15.5.1.6.4.5.3.1 Perform Installation Check	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1630		ssammeta	INFRA
1633	✓	1.15.5.1.6.4.5.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1634	✓	1.15.5.1.6.4.5.3.3 Adjust Java system properties	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1635	✓	1.15.5.1.6.4.5.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1636	✓	1.15.5.1.6.4.5.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1637	✓	1.15.5.1.6.4.5.3.6 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1638	✓	<b>1.15.5.1.6.4.6 Data Services</b>	<b>808 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1639	✓	<b>1.15.5.1.6.4.6.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
1640	✓	1.15.5.1.6.4.6.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1641	✓	1.15.5.1.6.4.6.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1642	✓	1.15.5.1.6.4.6.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1643	✓	<b>1.15.5.1.6.4.6.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1644	✓	1.15.5.1.6.4.6.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1645	✓	1.15.5.1.6.4.6.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1647	ssammeta	INFRA
1646	✓	<b>1.15.5.1.6.4.6.3 Post Install Steps</b>	<b>208 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1647	✓	1.15.5.1.6.4.6.3.1 Verify installation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	1645		ssammeta	INFRA
1648	✓	1.15.5.1.6.4.6.3.2 Run System Configuration Wizard	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1649	✓	1.15.5.1.6.4.6.3.3 Firewall Ports	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1650	✓	1.15.5.1.6.4.6.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1651	✓	1.15.5.1.6.4.6.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1652	✓	1.15.5.1.6.4.6.3.6 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1653	✓	<b>1.15.5.1.6.4.7 NW 7.4</b>	<b>808 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>6/6/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
1654	✓	<b>1.15.5.1.6.4.7.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/6/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				

**EXHIBIT 6- SmartCare Project Plan**

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1655	✓	1.15.5.1.6.4.7.1.1 LPAR Build	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1656	✓	1.15.5.1.6.4.7.1.2 FileSystem Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1657	✓	1.15.5.1.6.4.7.1.3 OS Security Setup	120 hrs	100%	15 days	6/6/16 8:00 AM	6/24/16 5:00 PM			ssammeta	INFRA
1658	✓	<b>1.15.5.1.6.4.7.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
1659	✓	1.15.5.1.6.4.7.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM			ssammeta	INFRA
1660	✓	1.15.5.1.6.4.7.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	6/27/16 8:00 AM	7/15/16 5:00 PM		1661	ssammeta	INFRA
1661	✓	<b>1.15.5.1.6.4.7.3 Post Install Steps</b>	<b>208 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/18/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>	<b>1660</b>			
1662	✓	1.15.5.1.6.4.7.3.1 Perform Installation Check	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1663	✓	1.15.5.1.6.4.7.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1664	✓	1.15.5.1.6.4.7.3.3 Adjust Java system properties	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1665	✓	1.15.5.1.6.4.7.3.4 Initial Security Setup	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1666	✓	1.15.5.1.6.4.7.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1667	✓	1.15.5.1.6.4.7.3.6 Pristine Backup	8 hrs	100%	1 day	7/22/16 8:00 AM	7/22/16 5:00 PM			ssammeta	INFRA
1668	✓	<b>1.15.5.1.6.5 Quality Systems</b>	<b>5,912 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1669	✓	<b>1.15.5.1.6.5.1 ECC</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1670	✓	<b>1.15.5.1.6.5.1.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1671	✓	1.15.5.1.6.5.1.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1672	✓	1.15.5.1.6.5.1.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1673	✓	1.15.5.1.6.5.1.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1674	✓	<b>1.15.5.1.6.5.1.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1675	✓	1.15.5.1.6.5.1.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA
1676	✓	1.15.5.1.6.5.1.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1678	ssammeta	INFRA
1677	✓	<b>1.15.5.1.6.5.1.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1678	✓	1.15.5.1.6.5.1.3.1 Client Copy	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1676		ssammeta	INFRA
1679	✓	1.15.5.1.6.5.1.3.2 Business Function activation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1680	✓	1.15.5.1.6.5.1.3.3 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1681	✓	1.15.5.1.6.5.1.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1682	✓	1.15.5.1.6.5.1.3.5 STMS Configuration	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1683	✓	1.15.5.1.6.5.1.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1684	✓	1.15.5.1.6.5.1.3.7 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM			ssammeta	INFRA
1685	✓	<b>1.15.5.1.6.5.2 CRM</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1686	✓	<b>1.15.5.1.6.5.2.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1687	✓	1.15.5.1.6.5.2.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1688	✓	1.15.5.1.6.5.2.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1689	✓	1.15.5.1.6.5.2.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1690	✓	<b>1.15.5.1.6.5.2.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1691	✓	1.15.5.1.6.5.2.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA
1692	✓	1.15.5.1.6.5.2.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1694	ssammeta	INFRA
1693	✓	<b>1.15.5.1.6.5.2.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1694	✓	1.15.5.1.6.5.2.3.1 Client Copy	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1692		ssammeta	INFRA
1695	✓	1.15.5.1.6.5.2.3.2 Business Function activation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1696	✓	1.15.5.1.6.5.2.3.3 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1697	✓	1.15.5.1.6.5.2.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1698	✓	1.15.5.1.6.5.2.3.5 STMS Configuration	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1699	✓	1.15.5.1.6.5.2.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1700	✓	1.15.5.1.6.5.2.3.7 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM			ssammeta	INFRA
1701	✓	<b>1.15.5.1.6.5.3 BW</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1702	✓	<b>1.15.5.1.6.5.3.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1703	✓	1.15.5.1.6.5.3.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1704	✓	1.15.5.1.6.5.3.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1705	✓	1.15.5.1.6.5.3.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1706	✓	<b>1.15.5.1.6.5.3.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1707	✓	1.15.5.1.6.5.3.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA
1708	✓	1.15.5.1.6.5.3.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1710	ssammeta	INFRA
1709	✓	<b>1.15.5.1.6.5.3.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1710	✓	1.15.5.1.6.5.3.3.1 Client Copy	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1708		ssammeta	INFRA
1711	✓	1.15.5.1.6.5.3.3.2 Business Function activation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1712	✓	1.15.5.1.6.5.3.3.3 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1713	✓	1.15.5.1.6.5.3.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1714	✓	1.15.5.1.6.5.3.3.5 STMS Configuration	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1715	✓	1.15.5.1.6.5.3.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM		1716	ssammeta	INFRA
1716	✓	1.15.5.1.6.5.3.3.7 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM	1715		ssammeta	INFRA
1717	✓	<b>1.15.5.1.6.5.4 BOE</b>	<b>888 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1718	✓	<b>1.15.5.1.6.5.4.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1719	✓	1.15.5.1.6.5.4.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1720	✓	1.15.5.1.6.5.4.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1721	✓	1.15.5.1.6.5.4.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1722	✓	<b>1.15.5.1.6.5.4.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1723	✓	1.15.5.1.6.5.4.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA
1724	✓	1.15.5.1.6.5.4.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1726	ssammeta	INFRA
1725	✓	<b>1.15.5.1.6.5.4.3 Post Install Steps</b>	<b>288 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1726	✓	1.15.5.1.6.5.4.3.1 Verify installation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1724		ssammeta	INFRA
1727	✓	1.15.5.1.6.5.4.3.2 Run System Configuration Wiza	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1728	✓	1.15.5.1.6.5.4.3.3 Firewall Ports	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1729	✓	1.15.5.1.6.5.4.3.4 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1730	✓	1.15.5.1.6.5.4.3.5 File Repository Server configura	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1731	✓	1.15.5.1.6.5.4.3.6 Configuring various Server/Servi	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1732	✓	1.15.5.1.6.5.4.3.7 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1733	✓	1.15.5.1.6.5.4.3.8 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM			ssammeta	INFRA
1734	✓	<b>1.15.5.1.6.5.5 PO</b>	<b>848 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1735	✓	<b>1.15.5.1.6.5.5.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1736	✓	1.15.5.1.6.5.5.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1737	✓	1.15.5.1.6.5.5.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1738	✓	1.15.5.1.6.5.5.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1739	✓	<b>1.15.5.1.6.5.5.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1740	✓	1.15.5.1.6.5.5.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA
1741	✓	1.15.5.1.6.5.5.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1743	ssammeta	INFRA
1742	✓	<b>1.15.5.1.6.5.5.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1743	✓	1.15.5.1.6.5.5.3.1 Perform Installation Check	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	1741		ssammeta	INFRA
1744	✓	1.15.5.1.6.5.5.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1745	✓	1.15.5.1.6.5.5.3.3 Adjust Java system properties	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1746	✓	1.15.5.1.6.5.5.3.4 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1747	✓	1.15.5.1.6.5.5.3.5 Configuring various Server/Service	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1748	✓	1.15.5.1.6.5.5.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1749	✓	1.15.5.1.6.5.5.3.7 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM			ssammeta	INFRA
1750	✓	<b>1.15.5.1.6.5.6 Data Services</b>	<b>816 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1751	✓	<b>1.15.5.1.6.5.6.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1752	✓	1.15.5.1.6.5.6.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1753	✓	1.15.5.1.6.5.6.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1754	✓	1.15.5.1.6.5.6.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1755	✓	<b>1.15.5.1.6.5.6.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1756	✓	1.15.5.1.6.5.6.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA
1757	✓	1.15.5.1.6.5.6.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1759	ssammeta	INFRA
1758	✓	<b>1.15.5.1.6.5.6.3 Post Install Steps</b>	<b>216 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1759	✓	1.15.5.1.6.5.6.3.1 Perform Installation Check	48 hrs	100%	6 days	8/29/16 8:00 AM	9/5/16 5:00 PM	1757		ssammeta	INFRA
1760	✓	1.15.5.1.6.5.6.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1761	✓	1.15.5.1.6.5.6.3.3 Adjust Java system properties	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1762	✓	1.15.5.1.6.5.6.3.4 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1763	✓	1.15.5.1.6.5.6.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA
1764	✓	1.15.5.1.6.5.6.3.6 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM			ssammeta	INFRA
1765	✓	<b>1.15.5.1.6.5.7 NW 7.4</b>	<b>816 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1766	✓	<b>1.15.5.1.6.5.7.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>36 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
1767	✓	1.15.5.1.6.5.7.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1768	✓	1.15.5.1.6.5.7.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1769	✓	1.15.5.1.6.5.7.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1770	✓	<b>1.15.5.1.6.5.7.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/8/16 8:00 AM</b>	<b>8/26/16 5:00 PM</b>				
1771	✓	1.15.5.1.6.5.7.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
1772	✓	1.15.5.1.6.5.7.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	8/8/16 8:00 AM	8/26/16 5:00 PM		1774	ssammeta	INFRA	
1773	✓	<b>1.15.5.1.6.5.7.3 Post Install Steps</b>	<b>216 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>8/29/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>					
1774	✓	1.15.5.1.6.5.7.3.1 Perform Installation Check	48 hrs	100%	6 days	8/29/16 8:00 AM	9/5/16 5:00 PM	1772		ssammeta	INFRA	
1775	✓	1.15.5.1.6.5.7.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA	
1776	✓	1.15.5.1.6.5.7.3.3 Adjust Java system properties	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA	
1777	✓	1.15.5.1.6.5.7.3.4 Initial Security Setup	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA	
1778	✓	1.15.5.1.6.5.7.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM			ssammeta	INFRA	
1779	✓	1.15.5.1.6.5.7.3.6 Pristine Backup	8 hrs	100%	1 day	9/5/16 8:00 AM	9/5/16 5:00 PM			ssammeta	INFRA	
1780	✓	<b>1.15.5.1.6.6 Training Systems</b>	<b>4,200 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>7/18/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>					
1781	✓	<b>1.15.5.1.6.6.1 ECC</b>	<b>848 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>7/18/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>					
1782	✓	<b>1.15.5.1.6.6.1.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>					
1783	✓	1.15.5.1.6.6.1.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1784	✓	1.15.5.1.6.6.1.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1785	✓	1.15.5.1.6.6.1.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1786	✓	<b>1.15.5.1.6.6.1.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>10/3/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>					
1787	✓	1.15.5.1.6.6.1.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			ssammeta	INFRA	
1788	✓	1.15.5.1.6.6.1.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM		1790	ssammeta	INFRA	
1789	✓	<b>1.15.5.1.6.6.1.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>10/24/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>					
1790	✓	1.15.5.1.6.6.1.3.1 Client Copy	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1788		ssammeta	INFRA	
1791	✓	1.15.5.1.6.6.1.3.2 Business Function activation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1792	✓	1.15.5.1.6.6.1.3.3 Initial Security Setup	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1793	✓	1.15.5.1.6.6.1.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1794	✓	1.15.5.1.6.6.1.3.5 STMS Configuration	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1795	✓	1.15.5.1.6.6.1.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1796	✓	1.15.5.1.6.6.1.3.7 Pristine Backup	8 hrs	100%	1 day	10/31/16 8:00 AM	10/31/16 5:00 PM			ssammeta	INFRA	
1797	✓	<b>1.15.5.1.6.6.2 CRM</b>	<b>848 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>7/18/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>					
1798	✓	<b>1.15.5.1.6.6.2.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>					
1799	✓	1.15.5.1.6.6.2.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1800	✓	1.15.5.1.6.6.2.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1801	✓	1.15.5.1.6.6.2.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1802	✓	<b>1.15.5.1.6.6.2.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>10/3/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>					
1803	✓	1.15.5.1.6.6.2.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			ssammeta	INFRA	
1804	✓	1.15.5.1.6.6.2.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM		1806	ssammeta	INFRA	
1805	✓	<b>1.15.5.1.6.6.2.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>10/24/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>					
1806	✓	1.15.5.1.6.6.2.3.1 Client Copy	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1804		ssammeta	INFRA	
1807	✓	1.15.5.1.6.6.2.3.2 Business Function activation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1808	✓	1.15.5.1.6.6.2.3.3 Initial Security Setup	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1809	✓	1.15.5.1.6.6.2.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1810	✓	1.15.5.1.6.6.2.3.5 STMS Configuration	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1811	✓	1.15.5.1.6.6.2.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1812	✓	<b>1.15.5.1.6.6.2.3.7 Pristine Backup</b>	8 hrs	100%	1 day	10/31/16 8:00 AM	10/31/16 5:00 PM			ssammeta	INFRA
1813	✓	<b>1.15.5.1.6.6.3 BW</b>	<b>848 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>7/18/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>				
1814	✓	<b>1.15.5.1.6.6.3.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1815	✓	1.15.5.1.6.6.3.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1816	✓	1.15.5.1.6.6.3.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1817	✓	1.15.5.1.6.6.3.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1818	✓	<b>1.15.5.1.6.6.3.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>10/3/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>				
1819	✓	1.15.5.1.6.6.3.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			ssammeta	INFRA
1820	✓	1.15.5.1.6.6.3.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM		1822	ssammeta	INFRA
1821	✓	<b>1.15.5.1.6.6.3.3 Post Install Steps</b>	<b>248 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>10/24/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>				
1822	✓	1.15.5.1.6.6.3.3.1 Client Copy	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1820		ssammeta	INFRA
1823	✓	1.15.5.1.6.6.3.3.2 Business Function activation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1824	✓	1.15.5.1.6.6.3.3.3 Initial Security Setup	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1825	✓	1.15.5.1.6.6.3.3.4 Generate System Load - SGEN	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1826	✓	1.15.5.1.6.6.3.3.5 STMS Configuration	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1827	✓	1.15.5.1.6.6.3.3.6 Perform Cross system tasks and system validation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1828	✓	1.15.5.1.6.6.3.3.7 Pristine Backup	8 hrs	100%	1 day	10/31/16 8:00 AM	10/31/16 5:00 PM			ssammeta	INFRA
1829	✓	<b>1.15.5.1.6.6.4 BOE</b>	<b>888 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>7/18/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>				
1830	✓	<b>1.15.5.1.6.6.4.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1831	✓	1.15.5.1.6.6.4.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1832	✓	1.15.5.1.6.6.4.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1833	✓	1.15.5.1.6.6.4.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1834	✓	<b>1.15.5.1.6.6.4.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>10/3/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>				
1835	✓	1.15.5.1.6.6.4.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			ssammeta	INFRA
1836	✓	1.15.5.1.6.6.4.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM		1838	ssammeta	INFRA
1837	✓	<b>1.15.5.1.6.6.4.3 Post Install Steps</b>	<b>288 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>10/24/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>				
1838	✓	1.15.5.1.6.6.4.3.1 Verify installation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1836		ssammeta	INFRA
1839	✓	1.15.5.1.6.6.4.3.2 Run System Configuration Wiza	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1840	✓	1.15.5.1.6.6.4.3.3 Firewall Ports	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1841	✓	1.15.5.1.6.6.4.3.4 Initial Security Setup	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1842	✓	1.15.5.1.6.6.4.3.5 File Repository Server configura	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1843	✓	1.15.5.1.6.6.4.3.6 Configuring various Server/Servi	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1844	✓	1.15.5.1.6.6.4.3.7 Perform Cross system tasks and system validation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA
1845	✓	1.15.5.1.6.6.4.3.8 Pristine Backup	8 hrs	100%	1 day	10/31/16 8:00 AM	10/31/16 5:00 PM			ssammeta	INFRA
1846	✓	<b>1.15.5.1.6.6.5 PO</b>	<b>768 hrs</b>	<b>100%</b>	<b>76 days</b>	<b>7/18/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>				
1847	✓	<b>1.15.5.1.6.6.5.1 Hardware Build</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/18/16 8:00 AM</b>	<b>8/5/16 5:00 PM</b>				
1848	✓	1.15.5.1.6.6.5.1.1 LPAR Build	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA
1849	✓	1.15.5.1.6.6.5.1.2 FileSystem Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
1850	✓	1.15.5.1.6.6.5.1.3 OS Security Setup	120 hrs	100%	15 days	7/18/16 8:00 AM	8/5/16 5:00 PM			ssammeta	INFRA	
1851	✓	<b>1.15.5.1.6.6.5.2 Software Build</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>10/3/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>					
1852	✓	1.15.5.1.6.6.5.2.1 Validate LPAR setup, FileSystem & OS Security	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			ssammeta	INFRA	
1853	✓	1.15.5.1.6.6.5.2.2 System Install, Backup, SP Upg	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM		1855	ssammeta	INFRA	
1854	✓	<b>1.15.5.1.6.6.5.3 Post Install Steps</b>	<b>168 hrs</b>	<b>100%</b>	<b>6 days</b>	<b>10/24/16 8:00 AM</b>	<b>10/31/16 5:00 PM</b>					
1855	✓	1.15.5.1.6.6.5.3.1 Perform Installation Check	0 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM	1853			INFRA	
1856	✓	1.15.5.1.6.6.5.3.2 Execute the CTC Configuration	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1857	✓	1.15.5.1.6.6.5.3.3 Adjust Java system properties	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1858	✓	1.15.5.1.6.6.5.3.4 Initial Security Setup	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM			ssammeta	INFRA	
1859	✓	1.15.5.1.6.6.5.3.5 Perform Cross system tasks and system validation	40 hrs	100%	5 days	10/24/16 8:00 AM	10/28/16 5:00 PM		1860	ssammeta	INFRA	
1860	✓	1.15.5.1.6.6.5.3.6 Pristine Backup	8 hrs	100%	1 day	10/31/16 8:00 AM	10/31/16 5:00 PM	1859		ssammeta	INFRA	
1861	✓	<b>1.15.5.1.6.7 Staging Systems</b>	<b>9,920 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>					
1862	✓	<b>1.15.5.1.6.7.1 ECC</b>	<b>1,680 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>					
1863	✓	<b>1.15.5.1.6.7.1.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>10/10/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>					
1864	✓	1.15.5.1.6.7.1.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA	
1865	✓	1.15.5.1.6.7.1.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA	
1866	✓	1.15.5.1.6.7.1.1.3 OS Security Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA	
1867	✓	<b>1.15.5.1.6.7.1.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>					
1868	✓	1.15.5.1.6.7.1.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	
1869	✓	1.15.5.1.6.7.1.2.2 System Install, Backup, SP Upg	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1871	ssammeta	INFRA	
1870	✓	<b>1.15.5.1.6.7.1.3 Post Install Steps</b>	<b>880 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>					
1871	✓	1.15.5.1.6.7.1.3.1 Client Copy	160 hrs	100%	20 days?	12/5/16 8:00 AM	12/30/16 5:00 PM	1869		ssammeta	INFRA	
1872	✓	1.15.5.1.6.7.1.3.2 Business Function activation	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	
1873	✓	1.15.5.1.6.7.1.3.3 Initial Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	
1874	✓	1.15.5.1.6.7.1.3.4 Generate System Load - SGEN	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	
1875	✓	1.15.5.1.6.7.1.3.5 STMS Configuration	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	
1876	✓	1.15.5.1.6.7.1.3.6 Perform Cross system tasks and system validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA	
1877	✓	1.15.5.1.6.7.1.3.7 Pristine Backup	0 hrs	100%	0 days?	12/16/16 5:00 PM	12/16/16 5:00 PM			ssammeta	INFRA	
1878	✓	<b>1.15.5.1.6.7.2 CRM</b>	<b>1,680 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>					
1879	✓	<b>1.15.5.1.6.7.2.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>10/10/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>					
1880	✓	1.15.5.1.6.7.2.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA	
1881	✓	1.15.5.1.6.7.2.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA	
1882	✓	1.15.5.1.6.7.2.1.3 OS Security Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA	
1883	✓	<b>1.15.5.1.6.7.2.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>					
1884	✓	1.15.5.1.6.7.2.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	
1885	✓	1.15.5.1.6.7.2.2.2 System Install, Backup, SP Upg	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1887	ssammeta	INFRA	
1886	✓	<b>1.15.5.1.6.7.2.3 Post Install Steps</b>	<b>880 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>					
1887	✓	1.15.5.1.6.7.2.3.1 Client Copy	160 hrs	100%	20 days?	12/5/16 8:00 AM	12/30/16 5:00 PM	1885		ssammeta	INFRA	
1888	✓	1.15.5.1.6.7.2.3.2 Business Function activation	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1889	✓	1.15.5.1.6.7.2.3.3 Initial Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1890	✓	1.15.5.1.6.7.2.3.4 Generate System Load - SGEN	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1891	✓	1.15.5.1.6.7.2.3.5 STMS Configuration	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1892	✓	1.15.5.1.6.7.2.3.6 Perform Cross system tasks and system validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
1893	✓	<b>1.15.5.1.6.7.2.3.7 Pristine Backup</b>	0 hrs	100%	0 days?	12/16/16 5:00 PM	12/16/16 5:00 PM			ssammeta	INFRA
1894	✓	<b>1.15.5.1.6.7.3 BW</b>	<b>1,680 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1895	✓	<b>1.15.5.1.6.7.3.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>10/10/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1896	✓	1.15.5.1.6.7.3.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1897	✓	1.15.5.1.6.7.3.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1898	✓	1.15.5.1.6.7.3.1.3 OS Security Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1899	✓	<b>1.15.5.1.6.7.3.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1900	✓	1.15.5.1.6.7.3.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1901	✓	1.15.5.1.6.7.3.2.2 System Install, Backup, SP Upg	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1903	ssammeta	INFRA
1902	✓	<b>1.15.5.1.6.7.3.3 Post Install Steps</b>	<b>880 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1903	✓	1.15.5.1.6.7.3.3.1 Client Copy	160 hrs	100%	20 days?	12/5/16 8:00 AM	12/30/16 5:00 PM	1901		ssammeta	INFRA
1904	✓	1.15.5.1.6.7.3.3.2 Business Function activation	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1905	✓	1.15.5.1.6.7.3.3.3 Initial Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1906	✓	1.15.5.1.6.7.3.3.4 Generate System Load - SGEN	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1907	✓	1.15.5.1.6.7.3.3.5 STMS Configuration	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1908	✓	1.15.5.1.6.7.3.3.6 Perform Cross system tasks and system validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
1909	✓	1.15.5.1.6.7.3.3.7 Pristine Backup	0 hrs	100%	0 days?	12/16/16 5:00 PM	12/16/16 5:00 PM			ssammeta	INFRA
1910	✓	<b>1.15.5.1.6.7.4 BOE</b>	<b>1,840 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1911	✓	<b>1.15.5.1.6.7.4.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>10/10/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1912	✓	1.15.5.1.6.7.4.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1913	✓	1.15.5.1.6.7.4.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1914	✓	1.15.5.1.6.7.4.1.3 OS Security Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1915	✓	<b>1.15.5.1.6.7.4.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1916	✓	1.15.5.1.6.7.4.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1917	✓	1.15.5.1.6.7.4.2.2 System Install, Backup, SP Upg	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM	1919		ssammeta	INFRA
1918	✓	<b>1.15.5.1.6.7.4.3 Post Install Steps</b>	<b>1,040 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1919	✓	1.15.5.1.6.7.4.3.1 Verify installation	160 hrs	100%	20 days?	12/5/16 8:00 AM	12/30/16 5:00 PM	1917		ssammeta	INFRA
1920	✓	1.15.5.1.6.7.4.3.2 Run System Configuration Wiza	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1921	✓	1.15.5.1.6.7.4.3.3 Firewall Ports	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1922	✓	1.15.5.1.6.7.4.3.4 Initial Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1923	✓	1.15.5.1.6.7.4.3.5 File Repository Server configura	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1924	✓	1.15.5.1.6.7.4.3.6 Configuring various Server/Servi	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1925	✓	1.15.5.1.6.7.4.3.7 Perform Cross system tasks and system validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
1926	✓	1.15.5.1.6.7.4.3.8 Pristine Backup	0 hrs	100%	0 days?	12/16/16 5:00 PM	12/16/16 5:00 PM			ssammeta	INFRA
1927	✓	<b>1.15.5.1.6.7.5 PO</b>	<b>1,520 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1928	✓	<b>1.15.5.1.6.7.5.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>10/10/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1929	✓	1.15.5.1.6.7.5.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1930	✓	1.15.5.1.6.7.5.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1931	✓	1.15.5.1.6.7.5.1.3 OS Security Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1932	✓	<b>1.15.5.1.6.7.5.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1933	✓	1.15.5.1.6.7.5.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1934	✓	1.15.5.1.6.7.5.2.2 System Install, Backup, SP Upg	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1936	ssammeta	INFRA
1935	✓	<b>1.15.5.1.6.7.5.3 Post Install Steps</b>	<b>720 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1936	✓	1.15.5.1.6.7.5.3.1 Perform Installation Check	160 hrs	100%	20 days?	12/5/16 8:00 AM	12/30/16 5:00 PM	1934		ssammeta	INFRA
1937	✓	1.15.5.1.6.7.5.3.2 Execute the CTC Configuration	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1938	✓	1.15.5.1.6.7.5.3.3 Adjust Java system properties	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1939	✓	1.15.5.1.6.7.5.3.4 Initial Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1940	✓	1.15.5.1.6.7.5.3.5 Perform Cross system tasks and system validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
1941	✓	<b>1.15.5.1.6.7.5.3.6 Pristine Backup</b>	0 hrs	100%	0 days?	12/16/16 5:00 PM	12/16/16 5:00 PM			ssammeta	INFRA
1942	✓	<b>1.15.5.1.6.7.6 NW 7.4</b>	<b>1,520 hrs</b>	<b>100%</b>	<b>60 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1943	✓	<b>1.15.5.1.6.7.6.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>10/10/16 8:00 AM</b>	<b>11/4/16 5:00 PM</b>				
1944	✓	1.15.5.1.6.7.6.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1945	✓	1.15.5.1.6.7.6.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1946	✓	1.15.5.1.6.7.6.1.3 OS Security Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1947	✓	<b>1.15.5.1.6.7.6.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1948	✓	1.15.5.1.6.7.6.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1949	✓	1.15.5.1.6.7.6.2.2 System Install, Backup, SP Upg	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1951	ssammeta	INFRA
1950	✓	<b>1.15.5.1.6.7.6.3 Post Install Steps</b>	<b>720 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
1951	✓	1.15.5.1.6.7.6.3.1 Perform Installation Check	160 hrs	100%	20 days?	12/5/16 8:00 AM	12/30/16 5:00 PM	1949		ssammeta	INFRA
1952	✓	1.15.5.1.6.7.6.3.2 Execute the CTC Configuration	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1953	✓	1.15.5.1.6.7.6.3.3 Adjust Java system properties	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1954	✓	1.15.5.1.6.7.6.3.4 Initial Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1955	✓	1.15.5.1.6.7.6.3.5 Perform Cross system tasks and system validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
1956	✓	<b>1.15.5.1.6.7.6.3.6 Pristine Backup</b>	0 hrs	100%	0 days?	12/16/16 5:00 PM	12/16/16 5:00 PM			ssammeta	INFRA
1957	✓	<b>1.15.5.1.6.8 Staging Systems - Failover Build</b>	<b>4,400 hrs</b>	<b>100%</b>	<b>50 days</b>	<b>10/10/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1958	✓	<b>1.15.5.1.6.8.1 ECC</b>	<b>880 hrs</b>	<b>100%</b>	<b>50 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1959	✓	<b>1.15.5.1.6.8.1.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1960	✓	1.15.5.1.6.8.1.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1961	✓	1.15.5.1.6.8.1.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1962	✓	1.15.5.1.6.8.1.1.3 OS Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1963	✓	<b>1.15.5.1.6.8.1.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1964	✓	1.15.5.1.6.8.1.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1965	✓	1.15.5.1.6.8.1.2.2 System Install, Backup, Replicat	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1967	ssammeta	INFRA
1966	✓	<b>1.15.5.1.6.8.1.3 Failover Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>12/5/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
1967	✓	1.15.5.1.6.8.1.3.1 Perform failover testing	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM	1965		ssammeta	INFRA
1968	✓	<b>1.15.5.1.6.8.2 CRM</b>	<b>880 hrs</b>	<b>100%</b>	<b>50 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1969	✓	<b>1.15.5.1.6.8.2.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1970	✓	1.15.5.1.6.8.2.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1971	✓	1.15.5.1.6.8.2.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1972	✓	1.15.5.1.6.8.2.1.3 OS Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1973	✓	<b>1.15.5.1.6.8.2.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1974	✓	1.15.5.1.6.8.2.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1975	✓	1.15.5.1.6.8.2.2.2 System Install, Backup, Replicat	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1977	ssammeta	INFRA
1976	✓	<b>1.15.5.1.6.8.2.3 Failover Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>12/5/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1977	✓	1.15.5.1.6.8.2.3.1 Perform failover testing	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM	1975		ssammeta	INFRA
1978	✓	<b>1.15.5.1.6.8.3 BW</b>	<b>880 hrs</b>	<b>100%</b>	<b>50 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1979	✓	<b>1.15.5.1.6.8.3.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1980	✓	1.15.5.1.6.8.3.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1981	✓	1.15.5.1.6.8.3.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1982	✓	1.15.5.1.6.8.3.1.3 OS Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1983	✓	<b>1.15.5.1.6.8.3.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1984	✓	1.15.5.1.6.8.3.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1985	✓	1.15.5.1.6.8.3.2.2 System Install, Backup, Replicat	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1987	ssammeta	INFRA
1986	✓	<b>1.15.5.1.6.8.3.3 Failover Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>12/5/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1987	✓	1.15.5.1.6.8.3.3.1 Perform failover testing	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM	1985		ssammeta	INFRA
1988	✓	<b>1.15.5.1.6.8.4 PO</b>	<b>880 hrs</b>	<b>100%</b>	<b>50 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1989	✓	<b>1.15.5.1.6.8.4.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1990	✓	1.15.5.1.6.8.4.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1991	✓	1.15.5.1.6.8.4.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
1992	✓	1.15.5.1.6.8.4.1.3 OS Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1993	✓	<b>1.15.5.1.6.8.4.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
1994	✓	1.15.5.1.6.8.4.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
1995	✓	1.15.5.1.6.8.4.2.2 System Install, Backup, Replicat	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		1997	ssammeta	INFRA
1996	✓	<b>1.15.5.1.6.8.4.3 Failover Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>12/5/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1997	✓	1.15.5.1.6.8.4.3.1 Perform failover testing	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM	1995		ssammeta	INFRA
1998	✓	<b>1.15.5.1.6.8.5 NW 7.4</b>	<b>880 hrs</b>	<b>100%</b>	<b>50 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
1999	✓	<b>1.15.5.1.6.8.5.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>40 days?</b>	<b>10/10/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
2000	✓	1.15.5.1.6.8.5.1.1 LPAR Build	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
2001	✓	1.15.5.1.6.8.5.1.2 FileSystem Setup	160 hrs	100%	20 days?	10/10/16 8:00 AM	11/4/16 5:00 PM			ssammeta	INFRA
2002	✓	1.15.5.1.6.8.5.1.3 OS Security Setup	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
2003	✓	<b>1.15.5.1.6.8.5.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>11/7/16 8:00 AM</b>	<b>12/2/16 5:00 PM</b>				
2004	✓	1.15.5.1.6.8.5.2.1 Validate LPAR setup, FileSystem & OS Security	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM			ssammeta	INFRA
2005	✓	1.15.5.1.6.8.5.2.2 System Install, Backup, Replicat	160 hrs	100%	20 days?	11/7/16 8:00 AM	12/2/16 5:00 PM		2007	ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2006	✓	<b>1.15.5.1.6.8.5.3 Failover Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>12/5/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
2007	✓	1.15.5.1.6.8.5.3.1 Perform failover testing	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM	2005		ssammeta	INFRA
2008	✓	<b>1.15.5.1.7 System Refresh</b>	<b>480 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>12/5/16 8:00 AM</b>	<b>1/13/17 5:00 PM</b>				
2009	✓	<b>1.15.5.1.7.1 Quality Systems</b>	<b>240 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>1/2/17 8:00 AM</b>	<b>1/13/17 5:00 PM</b>				
2010	✓	1.15.5.1.7.1.1 Backup Restore	80 hrs	100%	10 days?	1/2/17 8:00 AM	1/13/17 5:00 PM			ssammeta	INFRA
2011	✓	1.15.5.1.7.1.2 Perform Post-restore steps	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			ssammeta	INFRA
2012	✓	1.15.5.1.7.1.3 Validation	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			ssammeta	INFRA
2013	✓	<b>1.15.5.1.7.2 Training Systems</b>	<b>240 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>12/5/16 8:00 AM</b>	<b>12/16/16 5:00 PM</b>				
2014	✓	1.15.5.1.7.2.1 Backup Restore	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
2015	✓	1.15.5.1.7.2.2 Perform Post-restore steps	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
2016	✓	1.15.5.1.7.2.3 Validation	80 hrs	100%	10 days?	12/5/16 8:00 AM	12/16/16 5:00 PM			ssammeta	INFRA
2017	✓	<b>1.15.5.1.8 Document Technical Procedures</b>	8 hrs	100%	1 day?	7/1/16 8:00 AM	7/1/16 5:00 PM		1344	Richard.Griffi	INFRA
2018	✓	<b>1.15.5.1.9 Maintain and Operate Infrastructure</b>	8 hrs	100%	1 day?	7/1/16 8:00 AM	7/1/16 5:00 PM			Richard.Griffi	INFRA
2019	✓	<b>1.15.5.1.10 Migrate ECC, CRM and PO Systems from Hosted Environment</b>	<b>960 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/8/16 5:00 PM</b>				
2020	✓	<b>1.15.5.1.10.1 ECC</b>	<b>320 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/8/16 5:00 PM</b>				
2021	✓	1.15.5.1.10.1.1 Release Transports	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2022	✓	1.15.5.1.10.1.2 Copy Transports from Source to On Pren	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2023	✓	1.15.5.1.10.1.3 Import Transports	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2024	✓	1.15.5.1.10.1.4 Validate Objects	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2025	✓	<b>1.15.5.1.10.2 CRM</b>	<b>320 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>6/27/16 8:00 AM</b>	<b>7/8/16 5:00 PM</b>				
2026	✓	1.15.5.1.10.2.1 Release Transports	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2027	✓	1.15.5.1.10.2.2 Copy Transports from Source to On Pren	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2028	✓	1.15.5.1.10.2.3 Import Transports	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2029	✓	1.15.5.1.10.2.4 Validate Objects	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2030	✓	<b>1.15.5.1.10.3 PO</b>	<b>320 hrs</b>	<b>100%</b>	<b>10 days?</b>	<b>6/27/16 8:00 AM</b>	<b>7/8/16 5:00 PM</b>				
2031	✓	1.15.5.1.10.3.1 Release Transports	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2032	✓	1.15.5.1.10.3.2 Copy Transports from Source to On Pren	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2033	✓	1.15.5.1.10.3.3 Import Transports	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2034	✓	1.15.5.1.10.3.4 Validate Objects	80 hrs	100%	10 days?	6/27/16 8:00 AM	7/8/16 5:00 PM			ssammeta	INFRA
2035	✓	<b>1.15.5.2 Application Development</b>	<b>46,408 hrs</b>	<b>100%</b>	<b>288 days?</b>	<b>5/2/16 8:00 AM</b>	<b>6/6/17 5:00 PM</b>				
2036	✓	<b>1.15.5.2.1 Define Software Development Standards and Guidelines</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>5/2/16 8:00 AM</b>	<b>6/10/16 5:00 PM</b>				
2037	✓	1.15.5.2.1.1 Develop Package assignments	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2038	✓	1.15.5.2.1.2 Develop Enhancement framework	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2039	✓	1.15.5.2.1.3 Develop Error handling framework	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2040	✓	1.15.5.2.1.4 Develop Common Utility programs design	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2041	✓	1.15.5.2.1.5 Develop Documentation standards	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2042	✓	<b>1.15.5.2.2 Define Software Development Approach</b>	<b>960 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>5/2/16 8:00 AM</b>	<b>6/10/16 5:00 PM</b>				
2043	✓	1.15.5.2.2.1 Define Functional spec review process	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2044	✓	1.15.5.2.2.2 Review communication log SLAs	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2045	✓	1.15.5.2.2.3 Define documentation standards	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV
2046	✓	1.15.5.2.2.4 Determine remote connectivity requirements	240 hrs	100%	30 days	5/2/16 8:00 AM	6/10/16 5:00 PM			jmaciasg@ib	DEV

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2047	✓	<b>1.15.5.2.3 Define software development testing approach</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/2/16 8:00 AM</b>	<b>5/27/16 5:00 PM</b>				
2048	✓	1.15.5.2.3.1 Define technical unit testing approach	160 hrs	100%	20 days	5/2/16 8:00 AM	5/27/16 5:00 PM			jmaciasg@ibm.com	DEV
2049	✓	<b>1.15.5.2.4 Interfaces Strategy</b>	<b>1,800 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>5/2/16 8:00 AM</b>	<b>6/30/16 5:00 PM</b>				
2050	✓	1.15.5.2.4.1 Develop Business Process Management	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			jachakravarthi	Dev
2051	✓	1.15.5.2.4.2 Develop Common Error Handling Framework	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			jachakravarthi	Dev
2052	✓	1.15.5.2.4.3 Develop Auditing and Controls	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			jachakravarthi	Dev
2053	✓	1.15.5.2.4.4 Develop Security	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			jachakravarthi	Dev
2054	✓	1.15.5.2.4.5 Develop Archiving and Deletion	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			jachakravarthi	Dev
2055	✓	<b>1.15.5.2.5 Develop Data Conversion Approach</b>	<b>2,832 hrs</b>	<b>100%</b>	<b>66 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/29/16 5:00 PM</b>				
2056	✓	1.15.5.2.5.1 Identify EMIGALL file structures for the conversion objects	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			Hst	DATA
2057	✓	1.15.5.2.5.2 Set up EMIGALL Project in the development system	360 hrs	100%	45 days	5/2/16 8:00 AM	6/30/16 5:00 PM			Hst	DATA
2058	✓	1.15.5.2.5.3 Identify datafiles and security control procedure	528 hrs	100%	66 days	5/2/16 8:00 AM	7/29/16 5:00 PM			Hst	DATA
2059	✓	1.15.5.2.5.4 Identify audit and logging requirements	528 hrs	100%	66 days	5/2/16 8:00 AM	7/29/16 5:00 PM			Hst	DATA
2060	✓	1.15.5.2.5.5 Identify control reports requirements	528 hrs	100%	66 days	5/2/16 8:00 AM	7/29/16 5:00 PM			Hst	DATA
2061	✓	1.15.5.2.5.6 Identify notification process for further validation	528 hrs	100%	66 days	5/2/16 8:00 AM	7/29/16 5:00 PM			Hst	DATA
2062	✓	<b>1.15.5.2.6 Legacy System Development-Blueprint</b>	<b>528 hrs</b>	<b>100%</b>	<b>66 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/29/16 5:00 PM</b>				
2063	✓	1.15.5.2.6.1 Identify Legacy System Modifications	528 hrs	100%	66 days	5/2/16 8:00 AM	7/29/16 5:00 PM	3FS+30 day		Rachel.Greni	DATA
2064	✓	<b>1.15.5.2.7 Develop Functional Specs for Wave 1</b>	<b>800 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/2/16 8:00 AM</b>	<b>5/27/16 5:00 PM</b>				
2065	✓	1.15.5.2.7.1 FI-CA Functional Spec Development - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			2066	CA
2066	✓	1.15.5.2.7.2 FI-CA Functional Spec Development - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2065	2067	Lkhowala	CA
2067	✓	1.15.5.2.7.3 FI-CA Functional Spec Development - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2066	2068	Lkhowala	CA
2068	✓	1.15.5.2.7.4 FI-CA Functional Spec Development - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2067		Lkhowala	CA
2069	✓	1.15.5.2.7.5 CS Functional Spec Development - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			2070	CS
2070	✓	1.15.5.2.7.6 CS Functional Spec Development - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2069	2071	avchakraborty	CS
2071	✓	1.15.5.2.7.7 CS Functional Spec Development - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2070	2072	avchakraborty	CS
2072	✓	1.15.5.2.7.8 CS Functional Spec Development - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2071		avchakraborty	CS
2073	✓	1.15.5.2.7.9 DM Functional Spec Development - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			2074	DM
2074	✓	1.15.5.2.7.10 DM Functional Spec Development - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2073	2075	Agranadero	DM
2075	✓	1.15.5.2.7.11 DM Functional Spec Development - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2074	2076	Agranadero	DM
2076	✓	1.15.5.2.7.12 DM Functional Spec Development - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2075		Agranadero	DM
2077	✓	1.15.5.2.7.13 BIL Functional Spec Development - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			2078	BIL
2078	✓	1.15.5.2.7.14 BIL Functional Spec Development - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2077	2079	igrau	BIL

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2079	✓	1.15.5.2.7.15 BIL Functional Spec Development - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2078	2080	igrau	BIL
2080	✓	1.15.5.2.7.16 BIL Functional Spec Development - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2079		igrau	BIL
2081	✓	1.15.5.2.7.17 IDE Functional Spec Development - Week Ending 5/6/16	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		2082	dpappaly	IDE
2082	✓	1.15.5.2.7.18 IDE Functional Spec Development - Week Ending 5/13/16	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2081	2083	dpappaly	IDE
2083	✓	1.15.5.2.7.19 IDE Functional Spec Development - Week Ending 5/20/16	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2082	2084	dpappaly	IDE
2084	✓	1.15.5.2.7.20 IDE Functional Spec Development - Week Ending 5/27/16	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2083		dpappaly	IDE
2085	✓	1.15.5.2.7.21 Functional Spec Development for Wave 1 Core	0 hrs	100%	0 days	5/27/16 8:00 AM	5/27/16 8:00 AM				
2086	✓	<b>1.15.5.2.8 Develop Functional Specs for Wave 2</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/30/16 8:00 AM</b>	<b>6/24/16 5:00 PM</b>				
2087	✓	1.15.5.2.8.1 WM Functional Spec Development - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM		2088	gramnath	WM
2088	✓	1.15.5.2.8.2 WM Functional Spec Development - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2087	2089	gramnath	WM
2089	✓	1.15.5.2.8.3 WM Functional Spec Development - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2088	2090	gramnath	WM
2090	✓	1.15.5.2.8.4 WM Functional Spec Development - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2089		gramnath	WM
2091	✓	1.15.5.2.8.5 FI-CA Functional Spec Development - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM		2092	Lkhawala	CA
2092	✓	1.15.5.2.8.6 FI-CA Functional Spec Development - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2091	2093	Lkhawala	CA
2093	✓	1.15.5.2.8.7 FI-CA Functional Spec Development - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2092	2094	Lkhawala	CA
2094	✓	1.15.5.2.8.8 FI-CA Functional Spec Development - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2093		Lkhawala	CA
2095	✓	1.15.5.2.8.9 CS Functional Spec Development - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM		2096	avchakrabarti	CS
2096	✓	1.15.5.2.8.10 CS Functional Spec Development - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2095	2097	avchakrabarti	CS
2097	✓	1.15.5.2.8.11 CS Functional Spec Development - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2096	2098	avchakrabarti	CS
2098	✓	1.15.5.2.8.12 CS Functional Spec Development - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2097		avchakrabarti	CS
2099	✓	1.15.5.2.8.13 DM Functional Spec Development - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM		2100	Agranadero	DM
2100	✓	1.15.5.2.8.14 DM Functional Spec Development - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2099	2101	Agranadero	DM
2101	✓	1.15.5.2.8.15 DM Functional Spec Development - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2100	2102	Agranadero	DM
2102	✓	1.15.5.2.8.16 DM Functional Spec Development - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2101		Agranadero	DM
2103	✓	1.15.5.2.8.17 BIL Functional Spec Development - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM		2104	igrau	BIL
2104	✓	1.15.5.2.8.18 BIL Functional Spec Development - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2103	2105	igrau	BIL

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
2105	✓	1.15.5.2.8.19 BIL Functional Spec Development - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2104	2106	igrau	BIL	
2106	✓	1.15.5.2.8.20 BIL Functional Spec Development - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2105		igrau	BIL	
2107	✓	1.15.5.2.8.21 IDE Functional Spec Development - Week Ending 6/3/16	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM		2108	dpappaly	IDE	
2108	✓	1.15.5.2.8.22 IDE Functional Spec Development - Week Ending 6/10/16	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2107	2109	dpappaly	IDE	
2109	✓	1.15.5.2.8.23 IDE Functional Spec Development - Week Ending 6/17/16	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2108	2110	dpappaly	IDE	
2110	✓	1.15.5.2.8.24 IDE Functional Spec Development - Week Ending 6/24/16	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2109		dpappaly	IDE	
2111	✓	1.15.5.2.8.25 Functional Spec Development for Wave 2 Core	0 hrs	100%	0 days	6/24/16 8:00 AM	6/24/16 8:00 AM					
2112	✓	<b>1.15.5.2.9 Develop Functional Specs for Wave 3</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>6/27/16 8:00 AM</b>	<b>7/29/16 5:00 PM</b>					
2113	✓	1.15.5.2.9.1 WM Functional Spec Development - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM		2114	gramnath	WM	
2114	✓	1.15.5.2.9.2 WM Functional Spec Development - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2113	2115,2116	gramnath	WM	
2115	✓	1.15.5.2.9.3 WM Functional Spec Development - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2114	2116	gramnath	WM	
2116	✓	1.15.5.2.9.4 WM Functional Spec Development - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2114,2115	2117	gramnath	WM	
2117	✓	1.15.5.2.9.5 WM Functional Spec Development - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2116		gramnath	WM	
2118	✓	1.15.5.2.9.6 FI-CA Functional Spec Development - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM		2119	Lkhowala	CA	
2119	✓	1.15.5.2.9.7 FI-CA Functional Spec Development - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2118	2120	Lkhowala	CA	
2120	✓	1.15.5.2.9.8 FI-CA Functional Spec Development - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2119	2121	Lkhowala	CA	
2121	✓	1.15.5.2.9.9 FI-CA Functional Spec Development - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2120	2122	Lkhowala	CA	
2122	✓	1.15.5.2.9.10 FI-CA Functional Spec Development - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2121		Lkhowala	CA	
2123	✓	1.15.5.2.9.11 CS Functional Spec Development - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM		2124	avchakrabarti	CS	
2124	✓	1.15.5.2.9.12 CS Functional Spec Development - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2123	2125	avchakrabarti	CS	
2125	✓	1.15.5.2.9.13 CS Functional Spec Development - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2124	2126	avchakrabarti	CS	
2126	✓	1.15.5.2.9.14 CS Functional Spec Development - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2125	2127	avchakrabarti	CS	
2127	✓	1.15.5.2.9.15 CS Functional Spec Development - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2126		avchakrabarti	CS	
2128	✓	1.15.5.2.9.16 DM Functional Spec Development - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM		2129	Agranadero	DM	
2129	✓	1.15.5.2.9.17 DM Functional Spec Development - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2128	2130	Agranadero	DM	
2130	✓	1.15.5.2.9.18 DM Functional Spec Development - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2129	2131	Agranadero	DM	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2131	✓	1.15.5.2.9.19 DM Functional Spec Development - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2130	2132	Agranadero	DM
2132	✓	1.15.5.2.9.20 DM Functional Spec Development - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2131		Agranadero	DM
2133	✓	1.15.5.2.9.21 BIL Functional Spec Development - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM		2134	igrau	BIL
2134	✓	1.15.5.2.9.22 BIL Functional Spec Development - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2133	2135	igrau	BIL
2135	✓	1.15.5.2.9.23 BIL Functional Spec Development - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2134	2136	igrau	BIL
2136	✓	1.15.5.2.9.24 BIL Functional Spec Development - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2135	2137	igrau	BIL
2137	✓	1.15.5.2.9.25 BIL Functional Spec Development - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2136		igrau	BIL
2138	✓	1.15.5.2.9.26 IDE Functional Spec Development - Week Ending 7/1/16	40 hrs	100%	5 days	6/27/16 8:00 AM	7/1/16 5:00 PM		2139	dpappaly	IDE
2139	✓	1.15.5.2.9.27 IDE Functional Spec Development - Week Ending 7/8/16	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2138	2140	dpappaly	IDE
2140	✓	1.15.5.2.9.28 IDE Functional Spec Development - Week Ending 7/15/16	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2139	2141	dpappaly	IDE
2141	✓	1.15.5.2.9.29 IDE Functional Spec Development - Week Ending 7/22/16	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2140	2142	dpappaly	IDE
2142	✓	1.15.5.2.9.30 IDE Functional Spec Development - Week Ending 7/29/16	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2141		dpappaly	IDE
2143	✓	1.15.5.2.9.31 Functional Spec Development for Wave 3 Ccc	0 hrs	100%	0 days	7/29/16 8:00 AM	7/29/16 8:00 AM				
2144	✓	<b>1.15.5.2.10 Develop Functional Specs for Wave 4</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>25 days?</b>	<b>8/1/16 8:00 AM</b>	<b>9/2/16 5:00 PM</b>				
2145	✓	1.15.5.2.10.1 WM Functional Spec Development - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM		2146	gramnath	WM
2146	✓	1.15.5.2.10.2 WM Functional Spec Development - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2145	2147	gramnath	WM
2147	✓	1.15.5.2.10.3 WM Functional Spec Development - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2146	2148	gramnath	WM
2148	✓	1.15.5.2.10.4 WM Functional Spec Development - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2147	2149	gramnath	WM
2149	✓	1.15.5.2.10.5 WM Functional Spec Development - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2148		gramnath	WM
2150	✓	1.15.5.2.10.6 FI-CA Functional Spec Development - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM		2151	Lkhowala	CA
2151	✓	1.15.5.2.10.7 FI-CA Functional Spec Development - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2150	2152	Lkhowala	CA
2152	✓	1.15.5.2.10.8 FI-CA Functional Spec Development - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2151	2153	Lkhowala	CA
2153	✓	1.15.5.2.10.9 FI-CA Functional Spec Development - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2152	2154	Lkhowala	CA
2154	✓	1.15.5.2.10.10 FI-CA Functional Spec Development - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2153		Lkhowala	CA
2155	✓	1.15.5.2.10.11 CS Functional Spec Development - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM		2156	avchakrabarti	CS
2156	✓	1.15.5.2.10.12 CS Functional Spec Development - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2155	2157	avchakrabarti	CS

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2157	✓	1.15.5.2.10.13 CS Functional Spec Development - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2156	2158	avchakrabarti	CS
2158	✓	1.15.5.2.10.14 CS Functional Spec Development - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2157	2159	avchakrabarti	CS
2159	✓	1.15.5.2.10.15 CS Functional Spec Development - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2158		avchakrabarti	CS
2160	✓	1.15.5.2.10.16 DM Functional Spec Development - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM		2161	Agranadero	DM
2161	✓	1.15.5.2.10.17 DM Functional Spec Development - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2160	2162	Agranadero	DM
2162	✓	1.15.5.2.10.18 DM Functional Spec Development - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2161	2163	Agranadero	DM
2163	✓	1.15.5.2.10.19 DM Functional Spec Development - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2162	2164	Agranadero	DM
2164	✓	1.15.5.2.10.20 DM Functional Spec Development - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2163		Agranadero	DM
2165	✓	1.15.5.2.10.21 BIL Functional Spec Development - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM		2166	igrau	BIL
2166	✓	1.15.5.2.10.22 BIL Functional Spec Development - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2165	2167	igrau	BIL
2167	✓	1.15.5.2.10.23 BIL Functional Spec Development - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2166	2168	igrau	BIL
2168	✓	1.15.5.2.10.24 BIL Functional Spec Development - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2167	2169	igrau	BIL
2169	✓	1.15.5.2.10.25 BIL Functional Spec Development - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2168		igrau	BIL
2170	✓	1.15.5.2.10.26 IDE Functional Spec Development - Week Ending 8/5/16	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM		2171	dpappaly	IDE
2171	✓	1.15.5.2.10.27 IDE Functional Spec Development - Week Ending 8/12/16	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2170	2172	dpappaly	IDE
2172	✓	1.15.5.2.10.28 IDE Functional Spec Development - Week Ending 8/19/16	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2171	2173	dpappaly	IDE
2173	✓	1.15.5.2.10.29 IDE Functional Spec Development - Week Ending 8/26/16	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2172	2174	dpappaly	IDE
2174	✓	1.15.5.2.10.30 IDE Functional Spec Development - Week Ending 9/2/16	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2173		dpappaly	IDE
2175	✓	1.15.5.2.10.31 Functional Spec Development for Wave 4	0 hrs	100%	1 day?	9/2/16 8:00 AM	9/2/16 5:00 PM				
2176	✓	<b>1.15.5.2.11 Functional Specifications Complete</b>	<b>0 hrs</b>	<b>100%</b>	<b>0 days</b>	<b>8/31/16 8:00 AM</b>	<b>8/31/16 8:00 AM</b>		<b>3002,3007</b>	<b>Hmenon</b>	<b>INT</b>
2177	✓	<b>1.15.5.2.12 Develop Technical Specifications for ITC1</b>	<b>4,840 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>		<b>3047,3174</b>		
2178	✓	1.15.5.2.12.1 Develop FI-CA Technical Specifications for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2179	✓	1.15.5.2.12.2 Develop CS Technical Specifications for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2180	✓	1.15.5.2.12.3 Develop DM Technical Specifications for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2181	✓	1.15.5.2.12.4 Develop BIL Technical Specifications for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2182	✓	1.15.5.2.12.5 Develop IDE Technical Specifications for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2183	✓	<b>1.15.5.2.13 Develop Software Code for ITC1</b>	<b>4,840 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2184	✓	1.15.5.2.13.1 Develop FI-CA Software Code for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2185	✓	1.15.5.2.13.2 Develop CS Software Code for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2186	✓	1.15.5.2.13.3 Develop DM Software Code for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev
2187	✓	1.15.5.2.13.4 Develop BIL Software Code for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarthi	Dev

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2188	✓	1.15.5.2.13.5 Develop IDE Software Code for ITC1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarth	Dev
2189	✓	<b>1.15.5.2.14 Conduct Technical Unit Test for ITC1</b>	<b>4,840 hrs</b>	<b>100%</b>	<b>121 days</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2190	✓	1.15.5.2.14.1 Conduct FI-CA Technical Unit Test for ITC 1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarth	Dev
2191	✓	1.15.5.2.14.2 Conduct CS Technical Unit Test for ITC 1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarth	Dev
2192	✓	1.15.5.2.14.3 Conduct DM Technical Unit Test for ITC 1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarth	Dev
2193	✓	1.15.5.2.14.4 Conduct BIL Technical Unit Test for ITC 1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarth	Dev
2194	✓	1.15.5.2.14.5 Conduct IDE Technical Unit Test for ITC 1	968 hrs	100%	121 days	5/16/16 8:00 AM	10/28/16 5:00 PM			jachakravarth	Dev
2195	✓	<b>1.15.5.2.15 Development and Technical Unit Test for ITC 1 Complete</b>	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			jachakravarth	Dev
2196	✓	<b>1.15.5.2.16 Develop Functional Unit Test Cases and Test Plan for ITC1</b>	<b>4,840 hrs</b>	<b>100%</b>	<b>121 days?</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2197	✓	1.15.5.2.16.1 Develop FI-CA Functional Unit Test Cases for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			Lkhowala	CA
2198	✓	1.15.5.2.16.2 Develop CS Functional Unit Test Cases for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			avchakrabarti	CS
2199	✓	1.15.5.2.16.3 Develop DM Functional Unit Test Cases for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			Agranadero	DM
2200	✓	1.15.5.2.16.4 Develop BIL Functional Unit Test Cases for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			igrau	BIL
2201	✓	1.15.5.2.16.5 Develop IDE Functional Unit Test Cases for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			dpappaly	IDE
2202	✓	<b>1.15.5.2.17 Conduct Functional Unit Test Cases for ITC1</b>	<b>4,840 hrs</b>	<b>100%</b>	<b>121 days?</b>	<b>5/16/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2203	✓	1.15.5.2.17.1 Conduct FI-CA Functional Unit Test for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			Lkhowala	CA
2204	✓	1.15.5.2.17.2 Conduct CS Functional Unit Test for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			avchakrabarti	CS
2205	✓	1.15.5.2.17.3 Conduct DM Functional Unit Test for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			Agranadero	DM
2206	✓	1.15.5.2.17.4 Condu BIL Functional Unit Test for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			igrau	BIL
2207	✓	1.15.5.2.17.5 Conduct IDE Functional Unit Test for ITC1	968 hrs	100%	121 days?	5/16/16 8:00 AM	10/28/16 5:00 PM			dpappaly	IDE
2208	✓	<b>1.15.5.2.18 Functional Unit Test for ITC 1 Complete</b>	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			Hmenon	INT
2209	✓	<b>1.15.5.2.19 Develop Technical Specifications for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2210	✓	1.15.5.2.19.1 Develop FI-CA Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2211	✓	1.15.5.2.19.2 Develop CS Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2212	✓	1.15.5.2.19.3 Develop DM Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2213	✓	1.15.5.2.19.4 Develop BIL Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2214	✓	1.15.5.2.19.5 Develop IDE Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2215	✓	<b>1.15.5.2.20 Develop Software Code for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2216	✓	1.15.5.2.20.1 Develop FI-CA Software Code for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2217	✓	1.15.5.2.20.2 Develop CS Software Code for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2218	✓	1.15.5.2.20.3 Develop DM Software Code for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2219	✓	1.15.5.2.20.4 Develop BIL Software Code for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2220	✓	1.15.5.2.20.5 Develop IDE Software Code for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2221	✓	<b>1.15.5.2.21 Conduct Technical Unit Test for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2222	✓	1.15.5.2.21.1 Conduct FI-CA Technical Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2223	✓	1.15.5.2.21.2 Conduct CS Technical Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2224	✓	1.15.5.2.21.3 Conduct DM Technical Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2225	✓	1.15.5.2.21.4 Conduct BIL Technical Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2226	✓	1.15.5.2.21.5 Conduct IDE Technical Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			jachakravarth	Dev
2227	✓	<b>1.15.5.2.22 Development and Technical Unit Test for ITC2 Complete</b>	0 hrs	100%	0 days	12/9/16 5:00 PM	12/9/16 5:00 PM		3057		

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2228	✓	<b>1.15.5.2.23 Develop Functional Unit Test Cases and Test Plan for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2229	✓	1.15.5.2.23.1 Develop FI-CA Functional Unit Test Cases for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			Lkhowala	CA
2230	✓	1.15.5.2.23.2 Develop CS Functional Unit Test Cases for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			avchakrabarti	CS
2231	✓	1.15.5.2.23.3 Develop DM Functional Unit Test Cases for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			Agranadero	DM
2232	✓	1.15.5.2.23.4 Develop BIL Functional Unit Test Cases for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			igrau	BIL
2233	✓	1.15.5.2.23.5 Develop IDE Functional Unit Test Cases for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			dpappaly	IDE
2234	✓	<b>1.15.5.2.24 Conduct Functional Unit Test Cases for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2235	✓	1.15.5.2.24.1 Conduct FI-CA Functional Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			Lkhowala	CA
2236	✓	1.15.5.2.24.2 Conduct CS Functional Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			avchakrabarti	CS
2237	✓	1.15.5.2.24.3 Conduct DM Functional Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			Agranadero	DM
2238	✓	1.15.5.2.24.4 Conduct BIL Functional Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			igrau	BIL
2239	✓	1.15.5.2.24.5 Conduct IDE Functional Unit Test for ITC2	240 hrs	100%	30 days?	10/31/16 8:00 AM	12/9/16 5:00 PM			dpappaly	IDE
2240	✓	<b>1.15.5.2.25 Functional Unit Test for ITC2 Complete</b>	0 hrs	100%	0 days	12/9/16 8:00 AM	12/9/16 8:00 AM		3062	Hmenon	INT
2241	✓	<b>1.15.5.2.26 Mock Data Loads</b>	<b>536 hrs</b>	<b>100%</b>	<b>232 days</b>	<b>7/18/16 8:00 AM</b>	<b>6/6/17 5:00 PM</b>				
2242	✓	<b>1.15.5.2.26.1 Mock Data Load - Cycle 1</b>	<b>176 hrs</b>	<b>100%</b>	<b>44 days</b>	<b>7/18/16 8:00 AM</b>	<b>9/16/16 8:00 AM</b>				
2243	✓	1.15.5.2.26.1.1 Prepare Mock Data Load Environments	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM			ssammata	INFRA
2244	✓	1.15.5.2.26.1.2 Extract data from legacy system	24 hrs	100%	3 days	8/22/16 8:00 AM	8/24/16 5:00 PM		2245	Hst	DATA
2245	✓	1.15.5.2.26.1.3 Transform data to meet target system requirements	24 hrs	100%	3 days	8/25/16 8:00 AM	8/29/16 5:00 PM	2244	2246	Hst	DATA
2246	✓	1.15.5.2.26.1.4 Review transformed data and complete pre conversion checklist	16 hrs	100%	2 days	8/30/16 8:00 AM	8/31/16 5:00 PM	2245	2247	Hst	DATA
2247	✓	1.15.5.2.26.1.5 Run conversion program in upload mode	24 hrs	100%	3 days	9/5/16 8:00 AM	9/7/16 5:00 PM	2246	2248	Hst	DATA
2248	✓	1.15.5.2.26.1.6 Resolve upload mode issues	16 hrs	100%	2 days	9/8/16 8:00 AM	9/9/16 5:00 PM	2247	2249	Hst	DATA
2249	✓	1.15.5.2.26.1.7 Perform data reconciliation between legacy and target system	16 hrs	100%	2 days	9/12/16 8:00 AM	9/13/16 5:00 PM	2248	2250	Hst	DATA
2250	✓	1.15.5.2.26.1.8 Complete post conversion checklist	16 hrs	100%	2 days	9/14/16 8:00 AM	9/15/16 5:00 PM	2249	2251	Hmenon	INT
2251	✓	<b>1.15.5.2.26.1.9 Mock Data Load Cycle 1 - Complete</b>	0 hrs	100%	0 days	9/16/16 8:00 AM	9/16/16 8:00 AM	2250		Hmenon	INT
2252	✓	<b>1.15.5.2.26.2 Mock Data Load - Cycle 2</b>	<b>176 hrs</b>	<b>100%</b>	<b>47 days</b>	<b>8/8/16 8:00 AM</b>	<b>10/11/16 5:00 PM</b>				
2253	✓	1.15.5.2.26.2.1 Prepare Mock Data Load Environments	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM			ssammata	INFRA
2254	✓	1.15.5.2.26.2.2 Extract data from legacy system	24 hrs	100%	3 days	9/19/16 8:00 AM	9/21/16 5:00 PM		2255	Hst	DATA
2255	✓	1.15.5.2.26.2.3 Transform data to meet target system requirements	24 hrs	100%	3 days	9/22/16 8:00 AM	9/26/16 5:00 PM	2254	2256	Hst	DATA
2256	✓	1.15.5.2.26.2.4 Review transformed data and complete pre conversion checklist	16 hrs	100%	2 days	9/27/16 8:00 AM	9/28/16 5:00 PM	2255	2257	Hst	DATA
2257	✓	1.15.5.2.26.2.5 Run conversion program in upload mode	24 hrs	100%	3 days	9/29/16 8:00 AM	10/3/16 5:00 PM	2256	2258	Hst	DATA
2258	✓	1.15.5.2.26.2.6 Resolve upload mode issues	16 hrs	100%	2 days	10/4/16 8:00 AM	10/5/16 5:00 PM	2257	2259	Hst	DATA
2259	✓	1.15.5.2.26.2.7 Perform data reconciliation between legacy and target system	16 hrs	100%	2 days	10/6/16 8:00 AM	10/7/16 5:00 PM	2258	2260	Hst	DATA
2260	✓	1.15.5.2.26.2.8 Complete post conversion checklist	16 hrs	100%	2 days	10/10/16 8:00 AM	10/11/16 5:00 PM	2259	2261	Hmenon	INT
2261	✓	<b>1.15.5.2.26.2.9 Mock Data Load Cycle 2 - Complete</b>	0 hrs	100%	0 days	10/11/16 5:00 PM	10/11/16 5:00 PM	2260		Hmenon	INT
2262	✓	<b>1.15.5.2.26.3 Mock Data Load - Cycle 3</b>	<b>184 hrs</b>	<b>100%</b>	<b>37 days</b>	<b>4/17/17 8:00 AM</b>	<b>6/6/17 5:00 PM</b>				
2263	✓	1.15.5.2.26.3.1 Prepare Mock Data Load Environments	40 hrs	100%	5 days	4/17/17 8:00 AM	4/21/17 5:00 PM		2264	ssammata	INFRA
2264	✓	1.15.5.2.26.3.2 Extract data from legacy system	24 hrs	100%	3 days	4/24/17 8:00 AM	4/26/17 5:00 PM	2263	2265	Hst	DATA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2265	✓	1.15.5.2.26.3.3 Transform data to meet target system requirements	24 hrs	100%	3 days	4/27/17 8:00 AM	5/1/17 5:00 PM	2264	2266	Hst	DATA
2266	✓	1.15.5.2.26.3.4 Review transformed data and complete pre conversion checklist	16 hrs	100%	2 days	5/2/17 8:00 AM	5/3/17 5:00 PM	2265	2267	Hst	DATA
2267	✓	1.15.5.2.26.3.5 Run conversion program in upload mode	24 hrs	100%	3 days	5/4/17 8:00 AM	5/8/17 5:00 PM	2266	2268	Hst	DATA
2268	✓	1.15.5.2.26.3.6 Resolve upload mode issues	16 hrs	100%	2 days	5/9/17 8:00 AM	5/10/17 5:00 PM	2267	2269	Hst	DATA
2269	✓	1.15.5.2.26.3.7 Perform data reconciliation between legacy and target system	16 hrs	100%	2 days	5/11/17 8:00 AM	5/12/17 5:00 PM	2268	2270	Hst	DATA
2270	✓	1.15.5.2.26.3.8 Complete post conversion checklist	16 hrs	100%	2 days	5/15/17 8:00 AM	5/16/17 5:00 PM	2269	2271	Hmenon	INT
2271	✓	<b>1.15.5.2.26.3.9 Mock Data Load Cycle 3 - Complete</b>	8 hrs	100%	1 day	5/17/17 8:00 AM	5/17/17 5:00 PM	2270		Hmenon	INT
2272	✓	<b>1.15.5.2.27 Security and Controls</b>	<b>4,032 hrs</b>	<b>100%</b>	<b>105 days?</b>	<b>5/2/16 8:00 AM</b>	<b>9/22/16 5:00 PM</b>				
2273	✓	<b>1.15.5.2.27.1 Business Process &amp; IT Controls</b>	<b>840 hrs</b>	<b>100%</b>	<b>105 days</b>	<b>5/2/16 8:00 AM</b>	<b>9/22/16 5:00 PM</b>				
2274	✓	1.15.5.2.27.1.1 Develop Controls Test Approach	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		2275	Elliott.Clemm	SEC
2275	✓	1.15.5.2.27.1.2 Develop Process Control Framework - C	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2274	2276	Elliott.Clemm	SEC
2276	✓	1.15.5.2.27.1.3 Develop Process Control Framework - C	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2275	2277	Elliott.Clemm	SEC
2277	✓	1.15.5.2.27.1.4 Develop Process Control Framework - BI	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2276	2278	Elliott.Clemm	SEC
2278	✓	1.15.5.2.27.1.5 Develop Process Control Framework - ID	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	2277	2279	Elliott.Clemm	SEC
2279	✓	1.15.5.2.27.1.6 Develop Process Control Framework - DI	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2278	2280	Elliott.Clemm	SEC
2280	✓	1.15.5.2.27.1.7 Develop Conversion Control Framework	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2279	2281	Elliott.Clemm	SEC
2281	✓	1.15.5.2.27.1.8 Develop Conversion Control Framework	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2280	2282	Elliott.Clemm	SEC
2282	✓	1.15.5.2.27.1.9 Develop Conversion Control Framework	40 hrs	100%	5 days	6/25/16 8:00 AM	6/30/16 5:00 PM	2281	2283	Elliott.Clemm	SEC
2283	✓	1.15.5.2.27.1.10 Develop Conversion Control Framework	40 hrs	100%	5 days	7/1/16 8:00 AM	7/7/16 5:00 PM	2282	2284	Elliott.Clemm	SEC
2284	✓	1.15.5.2.27.1.11 Develop Conversion Control Framework	40 hrs	100%	5 days	7/8/16 8:00 AM	7/14/16 5:00 PM	2283	2285	Elliott.Clemm	SEC
2285	✓	1.15.5.2.27.1.12 Develop Interface Control Framework	40 hrs	100%	5 days	7/15/16 8:00 AM	7/21/16 5:00 PM	2284	2286	Elliott.Clemm	SEC
2286	✓	1.15.5.2.27.1.13 Develop Interface Control Framework	40 hrs	100%	5 days	7/22/16 8:00 AM	7/28/16 5:00 PM	2285	2287	Elliott.Clemm	SEC
2287	✓	1.15.5.2.27.1.14 Develop Interface Control Framework	40 hrs	100%	5 days	7/29/16 8:00 AM	8/4/16 5:00 PM	2286	2288	Elliott.Clemm	SEC
2288	✓	1.15.5.2.27.1.15 Develop Interface Control Framework	40 hrs	100%	5 days	8/5/16 8:00 AM	8/11/16 5:00 PM	2287	2289	Elliott.Clemm	SEC
2289	✓	1.15.5.2.27.1.16 Develop Interface Control Framework	40 hrs	100%	5 days	8/12/16 8:00 AM	8/18/16 5:00 PM	2288	2290	Elliott.Clemm	SEC
2290	✓	1.15.5.2.27.1.17 Develop Information Technology Control Framework	40 hrs	100%	5 days	8/19/16 8:00 AM	8/25/16 5:00 PM	2289	2291	Elliott.Clemm	SEC
2291	✓	1.15.5.2.27.1.18 Develop Information Technology Control Framework	40 hrs	100%	5 days	8/26/16 8:00 AM	9/1/16 5:00 PM	2290	2292	Elliott.Clemm	SEC
2292	✓	1.15.5.2.27.1.19 Develop Information Technology Control Framework	40 hrs	100%	5 days	9/2/16 8:00 AM	9/8/16 5:00 PM	2291	2293	Elliott.Clemm	SEC
2293	✓	1.15.5.2.27.1.20 Develop Information Technology Control Framework	40 hrs	100%	5 days	9/9/16 8:00 AM	9/15/16 5:00 PM	2292	2294	Elliott.Clemm	SEC
2294	✓	1.15.5.2.27.1.21 Develop Information Technology Control Framework	40 hrs	100%	5 days	9/16/16 8:00 AM	9/22/16 5:00 PM	2293		Elliott.Clemm	SEC
2295	✓	<b>1.15.5.2.27.2 Application Security</b>	<b>3,192 hrs</b>	<b>100%</b>	<b>97 days?</b>	<b>5/2/16 8:00 AM</b>	<b>9/12/16 5:00 PM</b>				
2296	✓	1.15.5.2.27.2.1 Configure Non-Production Application Security Environment	80 hrs	100%	10 days	5/2/16 8:00 AM	5/13/16 5:00 PM	3FS+30 days		rumahajan	SEC
2297	✓	1.15.5.2.27.2.2 Support Non-Production Application Security Users and Roles	680 hrs	100%	85 days	5/2/16 8:00 AM	8/25/16 5:00 PM			rumahajan	SEC
2298	✓	<b>1.15.5.2.27.2.3 Configure Additional Non-Production Application Security Environments</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/2/16 8:00 AM</b>	<b>5/27/16 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
2299	✓	1.15.5.2.27.2.3.1 Configure Non-Production Application Security Environment - QAS	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		2300	rumahajan	SEC	
2300	✓	1.15.5.2.27.2.3.2 Configure Non-Production Application Security Environment - BWT	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2299	2301	rumahajan	SEC	
2301	✓	1.15.5.2.27.2.3.3 Configure Non-Production Application Security Environment - CMT	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2300	2302	rumahajan	SEC	
2302	✓	1.15.5.2.27.2.3.4 Configure Non-Production Application Security Environment - BI	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2301		rumahajan	SEC	
2303	✓	<b>1.15.5.2.27.2.4 Configure Production Application Security (Configure Master Roles)</b>	<b>984 hrs</b>	<b>100%</b>	<b>77 days</b>	<b>5/2/16 8:00 AM</b>	<b>8/15/16 5:00 PM</b>					
2304	✓	1.15.5.2.27.2.4.1 Configure Non-Production Application Security - ECC	80 hrs	100%	10 days	5/2/16 8:00 AM	5/13/16 5:00 PM			rumahajan	SEC	
2305	✓	1.15.5.2.27.2.4.2 Configure Non-Production Application Security - BW	104 hrs	100%	45 days	6/15/16 8:00 AM	8/15/16 5:00 PM			rumahajan[29]	SEC	
2306	✓	1.15.5.2.27.2.4.3 Configure Non-Production Application Security - CRM	80 hrs	100%	10 days	5/2/16 8:00 AM	5/13/16 5:00 PM			rumahajan	SEC	
2307	✓	1.15.5.2.27.2.4.4 Configure Non-Production Application Security - PO	360 hrs	100%	45 days	6/15/16 8:00 AM	8/15/16 5:00 PM			rumahajan	SEC	
2308	✓	1.15.5.2.27.2.4.5 Configure Non-Production Application Security - BOBJ	360 hrs	100%	45 days	6/15/16 8:00 AM	8/15/16 5:00 PM		2323	rumahajan	SEC	
2309	✓	1.15.5.2.27.2.5 Configure Production Application Security Derived Roles	8 hrs	100%	1 day?	5/2/16 8:00 AM	5/2/16 5:00 PM			rumahajan	SEC	
2310	✓	<b>1.15.5.2.27.2.6 Configure Production Application Security Business Roles</b>	<b>200 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>5/2/16 8:00 AM</b>	<b>5/6/16 5:00 PM</b>					
2311	✓	1.15.5.2.27.2.6.1 Configure Production Application Security Business Roles - CA	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			rumahajan	SEC	
2312	✓	1.15.5.2.27.2.6.2 Configure Production Application Security Business Roles - CS	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			rumahajan	SEC	
2313	✓	1.15.5.2.27.2.6.3 Configure Production Application Security Business Roles - BIL	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			rumahajan	SEC	
2314	✓	1.15.5.2.27.2.6.4 Configure Production Application Security Business Roles - IDE	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			rumahajan	SEC	
2315	✓	1.15.5.2.27.2.6.5 Configure Production Application Security Business Roles - DM	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			rumahajan	SEC	
2316	✓	<b>1.15.5.2.27.2.7 Conduct Segregation of Duty Analysis</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/2/16 8:00 AM</b>	<b>5/27/16 5:00 PM</b>					
2317	✓	1.15.5.2.27.2.7.1 Analyze Role Segregation of Duties	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		2318	Elliott.Clemm	SEC	
2318	✓	1.15.5.2.27.2.7.2 Analyze Role Segregation of Duties	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2317	2319	Elliott.Clemm	SEC	
2319	✓	1.15.5.2.27.2.7.3 Remediate Role SOD Conflicts - EC	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2318	2320	Elliott.Clemm	SEC	
2320	✓	1.15.5.2.27.2.7.4 Remediate Role SOD Conflicts - CR	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2319		Elliott.Clemm	SEC	
2321	✓	1.15.5.2.27.2.8 Configure Production Application Security Batch and Spool Management	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM			Elliott.Clemm	SEC	
2322	✓	<b>1.15.5.2.27.2.9 Unit Test</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>8/16/16 8:00 AM</b>	<b>9/12/16 5:00 PM</b>					
2323	✓	1.15.5.2.27.2.9.1 Create Test IDs in SAP (ECC,CRM) to support Functional test scripts	40 hrs	100%	5 days	8/16/16 8:00 AM	8/22/16 5:00 PM	2308	2324	jachakravarth	Dev	
2324	✓	1.15.5.2.27.2.9.2 Create Test IDs in SAP ( BW, BOBJ) to support Functional test scripts	40 hrs	100%	5 days	8/23/16 8:00 AM	8/29/16 5:00 PM	2323	2325	jachakravarth	Dev	
2325	✓	1.15.5.2.27.2.9.3 Assign security to Test IDs in SAP (ECC, CRM)	40 hrs	100%	5 days	8/30/16 8:00 AM	9/5/16 5:00 PM	2324	2326	jachakravarth	Dev	
2326	✓	1.15.5.2.27.2.9.4 Assign security to Test IDs in SAP (BW, BOBJ)	40 hrs	100%	5 days	9/6/16 8:00 AM	9/12/16 5:00 PM	2325		jachakravarth	Dev	

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
2327	✓	<b>1.15.5.2.27.2.10 Support Non-Production Application Security Users and Roles</b>	<b>720 hrs</b>	<b>100%</b>	<b>91 days</b>	<b>5/2/16 8:00 AM</b>	<b>9/2/16 5:00 PM</b>					
2328	✓	1.15.5.2.27.2.10.1 WE 5/6- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	5/2/16 8:00 AM	5/6/16 5:00 PM		2329	rumahajan	SEC	
2329	✓	1.15.5.2.27.2.10.2 WE 5/13- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	5/9/16 8:00 AM	5/13/16 5:00 PM	2328	2330	rumahajan	SEC	
2330	✓	1.15.5.2.27.2.10.3 WE 5/20- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	5/16/16 8:00 AM	5/20/16 5:00 PM	2329	2331	rumahajan	SEC	
2331	✓	1.15.5.2.27.2.10.4 WE 5/27- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	5/23/16 8:00 AM	5/27/16 5:00 PM	2330	2332	rumahajan	SEC	
2332	✓	1.15.5.2.27.2.10.5 WE 6/3- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	5/30/16 8:00 AM	6/3/16 5:00 PM	2331	2333	rumahajan	SEC	
2333	✓	1.15.5.2.27.2.10.6 WE 6/10- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	6/6/16 8:00 AM	6/10/16 5:00 PM	2332	2334	rumahajan	SEC	
2334	✓	1.15.5.2.27.2.10.7 WE 6/17- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	6/13/16 8:00 AM	6/17/16 5:00 PM	2333	2335	rumahajan	SEC	
2335	✓	1.15.5.2.27.2.10.8 WE 6/24- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	6/20/16 8:00 AM	6/24/16 5:00 PM	2334	2336	rumahajan	SEC	
2336	✓	1.15.5.2.27.2.10.9 WE 7/1- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	6/25/16 8:00 AM	6/30/16 5:00 PM	2335	2337	rumahajan	SEC	
2337	✓	1.15.5.2.27.2.10.10 WE 7/8- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	7/4/16 8:00 AM	7/8/16 5:00 PM	2336	2338	rumahajan	SEC	
2338	✓	1.15.5.2.27.2.10.11 WE 7/15- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	7/11/16 8:00 AM	7/15/16 5:00 PM	2337	2339	rumahajan	SEC	
2339	✓	1.15.5.2.27.2.10.12 WE 7/22- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	7/18/16 8:00 AM	7/22/16 5:00 PM	2338	2340	Rdulam	SEC	
2340	✓	1.15.5.2.27.2.10.13 WE 7/29- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	7/25/16 8:00 AM	7/29/16 5:00 PM	2339	2341	Rdulam	SEC	
2341	✓	1.15.5.2.27.2.10.14 WE 8/5- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	8/1/16 8:00 AM	8/5/16 5:00 PM	2340	2342	Rdulam	SEC	
2342	✓	1.15.5.2.27.2.10.15 WE 8/12- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	8/8/16 8:00 AM	8/12/16 5:00 PM	2341	2343	Rdulam	SEC	
2343	✓	1.15.5.2.27.2.10.16 WE 8/19- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	8/15/16 8:00 AM	8/19/16 5:00 PM	2342	2344	Rdulam	SEC	
2344	✓	1.15.5.2.27.2.10.17 WE 8/26- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	8/22/16 8:00 AM	8/26/16 5:00 PM	2343	2345	Rdulam	SEC	
2345	✓	1.15.5.2.27.2.10.18 WE 9/2- Support Non-Production Application Security Users and Roles	40 hrs	100%	5 days	8/29/16 8:00 AM	9/2/16 5:00 PM	2344		Rdulam	SEC	
2346	✓	<b>1.15.6 Deployment</b>	<b>9,768 hrs</b>	<b>100%</b>	<b>201 days</b>	<b>5/2/16 8:00 AM</b>	<b>2/3/17 5:00 PM</b>					
2347	✓	<b>1.15.6.1 System Deployment</b>	<b>2,400 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>					
2348	✓	<b>1.15.6.1.1 Develop Cut-Over Plan</b>	<b>960 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>					
2349	✓	1.15.6.1.1.1 Develop Cutover Strategy	480 hrs	100%	60 days	5/2/16 8:00 AM	7/21/16 5:00 PM			Hmenon	INT	
2350	✓	1.15.6.1.1.2 Develop Data and Cut-over Conversion Plan	480 hrs	100%	60 days	5/2/16 8:00 AM	7/21/16 5:00 PM			Hmenon	INT	
2351	✓	<b>1.15.6.1.2 Develop Go-Live Contingency Approach</b>	<b>480 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>					
2352	✓	1.15.6.1.2.1 Define Go-Live Contingency Approach	480 hrs	100%	60 days	5/2/16 8:00 AM	7/21/16 5:00 PM			Hmenon	INT	
2353	✓	<b>1.15.6.1.3 Develop System Outage and Restart Procedures</b>	<b>480 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>					
2354	✓	1.15.6.1.3.1 Develop Business Outage and Restart Proced	480 hrs	100%	60 days	5/2/16 8:00 AM	7/21/16 5:00 PM			Hmenon	INT	
2355	✓	<b>1.15.6.1.4 Finalize Batch Job Schedule</b>	<b>480 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/21/16 5:00 PM</b>					
2356	✓	1.15.6.1.4.1 Implement and Finalize Batch Job Schedule	480 hrs	100%	60 days	5/2/16 8:00 AM	7/21/16 5:00 PM			Hmenon	INT	

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2357	✓	<b>1.15.6.2 Business Deployment</b>	<b>1,056 hrs</b>	<b>100%</b>	<b>61 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
2358	✓	1.15.6.2.1 Define Release Go/No-Go Criteria	80 hrs	100%	10 days	7/5/16 8:00 AM	7/18/16 5:00 PM				
2359	✓	1.15.6.2.1.1 Release Go/No-Go Criteria	80 hrs	100%	10 days	7/5/16 8:00 AM	7/18/16 5:00 PM			Hmenon	INT
2360	✓	<b>1.15.6.2.2 Develop Business Freeze Approach</b>	<b>488 hrs</b>	<b>100%</b>	<b>61 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
2361	✓	1.15.6.2.2.1 Develop Business Freeze Approach	488 hrs	100%	61 days	5/2/16 8:00 AM	7/22/16 5:00 PM			Hmenon	INT
2362	✓	<b>1.15.6.2.3 Develop Deployment Plan</b>	<b>488 hrs</b>	<b>100%</b>	<b>61 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/22/16 5:00 PM</b>				
2363	✓	1.15.6.2.3.1 Develop Business Deployment Plan	488 hrs	100%	61 days	5/2/16 8:00 AM	7/22/16 5:00 PM			Hmenon	INT
2364	✓	<b>1.15.6.3 Support Preparation &amp; Stabilization</b>	<b>4,032 hrs</b>	<b>100%</b>	<b>56 days</b>	<b>5/2/16 8:00 AM</b>	<b>7/15/16 5:00 PM</b>				
2365	✓	1.15.6.3.1 Identify System Stabilization Metrics	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2366	✓	1.15.6.3.2 Establish Baseline System Stabilization Metrics	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2367	✓	1.15.6.3.3 Develop Support Organization Procedures	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2368	✓	1.15.6.3.4 Design Root Cause Analysis Process and Tools	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2369	✓	1.15.6.3.5 Develop Support Organization Technology Environment	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2370	✓	1.15.6.3.6 Develop Upgrade and Patch Implementation Strategy	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2371	✓	1.15.6.3.7 Establish Remote Supportability	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2372	✓	1.15.6.3.8 Develop Technical Support Infrastructure Test Plan	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2373	✓	1.15.6.3.9 Develop Support Landscape Test Approach	448 hrs	100%	56 days	5/2/16 8:00 AM	7/15/16 5:00 PM			Hmenon	INT
2374	✓	<b>1.15.6.4 Readiness Testing Subdiscipline</b>	<b>2,280 hrs</b>	<b>100%</b>	<b>110 days</b>	<b>9/5/16 8:00 AM</b>	<b>2/3/17 5:00 PM</b>				
2375	✓	<b>1.15.6.4.1 Develop Integration Test Cases</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>9/5/16 8:00 AM</b>	<b>1/13/17 5:00 PM</b>				
2376	✓	<b>1.15.6.4.1.1 Develop Integration Test Cycle 1 Test Cases</b>	<b>400 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>9/5/16 8:00 AM</b>	<b>9/16/16 5:00 PM</b>		<b>3042</b>		
2377	✓	1.15.6.4.1.1.1 Develop FI-CA Integration Test Cycle 1 Test Cases	80 hrs	100%	10 days	9/5/16 8:00 AM	9/16/16 5:00 PM			Lkhowala	CA
2378	✓	1.15.6.4.1.1.2 Develop CS Integration Test Cycle 1 Test Cases	80 hrs	100%	10 days	9/5/16 8:00 AM	9/16/16 5:00 PM			avchakrabarti	CS
2379	✓	1.15.6.4.1.1.3 Develop DM Integration Test Cycle 1 Test Cases	80 hrs	100%	10 days	9/5/16 8:00 AM	9/16/16 5:00 PM			Agranadero	DM
2380	✓	1.15.6.4.1.1.4 Develop BIL Integration Test Cycle 1 Test Cases	80 hrs	100%	10 days	9/5/16 8:00 AM	9/16/16 5:00 PM			igrau	BIL
2381	✓	1.15.6.4.1.1.5 Develop IDE Integration Test Cycle 1 Test Cases	80 hrs	100%	10 days	9/5/16 8:00 AM	9/16/16 5:00 PM			dpappaly	IDE
2382	✓	<b>1.15.6.4.1.2 Develop Integration Test Cycle 2 Test Cases</b>	<b>400 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>11/14/16 8:00 AM</b>	<b>11/25/16 5:00 PM</b>				
2383	✓	1.15.6.4.1.2.1 Develop FI-CA Integration Test Cycle 2 Test Cases	80 hrs	100%	10 days	11/14/16 8:00 AM	11/25/16 5:00 PM			Lkhowala	CA
2384	✓	1.15.6.4.1.2.2 Develop CS Integration Test Cycle 2 Test Cases	80 hrs	100%	10 days	11/14/16 8:00 AM	11/25/16 5:00 PM			avchakrabarti	CS
2385	✓	1.15.6.4.1.2.3 Develop DM Integration Test Cycle 2 Test Cases	80 hrs	100%	10 days	11/14/16 8:00 AM	11/25/16 5:00 PM			Agranadero	DM
2386	✓	1.15.6.4.1.2.4 Develop BIL Integration Test Cycle 2 Test Cases	80 hrs	100%	10 days	11/14/16 8:00 AM	11/25/16 5:00 PM			igrau	BIL
2387	✓	1.15.6.4.1.2.5 Develop IDE Integration Test Cycle 2 Test Cases	80 hrs	100%	10 days	11/14/16 8:00 AM	11/25/16 5:00 PM			dpappaly	IDE
2388	✓	<b>1.15.6.4.1.3 Develop Integration Test Cycle 3 Test Cases</b>	<b>400 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>1/2/17 8:00 AM</b>	<b>1/13/17 5:00 PM</b>				
2389	✓	1.15.6.4.1.3.1 Develop FI-CA Integration Test Cycle 3 Test Cases	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			Lkhowala	CA
2390	✓	1.15.6.4.1.3.2 Develop CS Integration Test Cycle 3 Test Cases	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			avchakrabarti	CS
2391	✓	1.15.6.4.1.3.3 Develop DM Integration Test Cycle 3 Test Cases	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			Agranadero	DM
2392	✓	1.15.6.4.1.3.4 Develop BIL Integration Test Cycle 3 Test Cases	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			igrau	BIL
2393	✓	1.15.6.4.1.3.5 Develop IDE Integration Test Cycle 3 Test Cases	80 hrs	100%	10 days	1/2/17 8:00 AM	1/13/17 5:00 PM			dpappaly	IDE
2394	✓	<b>1.15.6.4.2 Develop Integration Test Plan</b>	<b>240 hrs</b>	<b>100%</b>	<b>75 days</b>	<b>9/19/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
2395	✓	1.15.6.4.2.1 Develop Integration Test Cycle 1 Test Plan	80 hrs	100%	10 days	9/19/16 8:00 AM	9/30/16 5:00 PM			Hmenon	INT
2396	✓	1.15.6.4.2.2 Develop Integration Test Cycle 2 Test Plan	80 hrs	100%	10 days	10/10/16 8:00 AM	10/21/16 5:00 PM			Hmenon	INT
2397	✓	1.15.6.4.2.3 Develop Integration Test Cycle 3 Test Plan	80 hrs	100%	10 days	12/19/16 8:00 AM	12/30/16 5:00 PM			Hmenon	INT
2398	✓	<b>1.15.6.4.3 Develop Parallel BIL Test Plan</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>10/3/16 8:00 AM</b>	<b>10/21/16 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2399	✓	1.15.6.4.3.1 Develop Parallel Bill Test Plan	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			Hmenon	INT
2400	✓	1.15.6.4.3.2 Prepare Parallel Test Environment	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			Hmenon	INT
2401	✓	1.15.6.4.3.3 Develop Parallel Test Cases	120 hrs	100%	15 days	10/3/16 8:00 AM	10/21/16 5:00 PM			igrau	BIL
2402	✓	<b>1.15.6.4.4 Develop User-Acceptance Test Plan</b>	<b>480 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>1/23/17 8:00 AM</b>	<b>2/3/17 5:00 PM</b>				
2403	✓	1.15.6.4.4.1 Develop User-Acceptance Test Plan	80 hrs	100%	10 days	1/23/17 8:00 AM	2/3/17 5:00 PM			Hmenon	INT
2404	✓	1.15.6.4.4.2 Develop FI-CA User-Acceptance Test Cases	80 hrs	100%	10 days	1/23/17 8:00 AM	2/3/17 5:00 PM			Lkhowala	CA
2405	✓	1.15.6.4.4.3 Develop CS User-Acceptance Test Cases	80 hrs	100%	10 days	1/23/17 8:00 AM	2/3/17 5:00 PM			avchakrabarti	CS
2406	✓	1.15.6.4.4.4 Develop DM User-Acceptance Test Cases	80 hrs	100%	10 days	1/23/17 8:00 AM	2/3/17 5:00 PM			Agranadero	DM
2407	✓	1.15.6.4.4.5 Develop BIL User-Acceptance Test Cases	80 hrs	100%	10 days	1/23/17 8:00 AM	2/3/17 5:00 PM			igrau	BIL
2408	✓	1.15.6.4.4.6 Develop IDE User-Acceptance Test Cases	80 hrs	100%	10 days	1/23/17 8:00 AM	2/3/17 5:00 PM			dpappaly	IDE
2409	✓	<b>1.16 Testing and Validation</b>	<b>54,952 hrs</b>	<b>100%</b>	<b>212 days</b>	<b>10/24/16 8:00 AM</b>	<b>8/11/17 5:00 PM</b>				
2410	✓	<b>1.16.1 Project Management</b>	<b>1,816 hrs</b>	<b>100%</b>	<b>212 days</b>	<b>10/24/16 8:00 AM</b>	<b>8/11/17 5:00 PM</b>				
2411	✓	1.16.1.1 Manage String tests	0 hrs	100%	25 days	10/24/16 8:00 AM	11/25/16 5:00 PM				
2412	✓	1.16.1.2 Manage - Integration Test Cycle 1	360 hrs	100%	45 days	11/7/16 8:00 AM	1/6/17 5:00 PM		2413	Sridhar	
2413	✓	1.16.1.3 Manage - Integration Test Cycle 2	240 hrs	100%	30 days	1/9/17 8:00 AM	2/17/17 5:00 PM	2412	2414	Sridhar	
2414	✓	1.16.1.4 Manage - Integration Test Cycle 3	240 hrs	100%	30 days	2/20/17 8:00 AM	3/31/17 5:00 PM	2413	2415,2416	Sridhar	
2415	✓	1.16.1.5 Manage - Integration Test Cycle 4	376 hrs	100%	47 days	6/19/17 8:00 AM	8/18/17 5:00 PM	2414		Sridhar	
2416	✓	1.16.1.6 Manage - Integration Test Cycle 5	160 hrs	100%	20 days	8/28/17 8:00 AM	9/22/17 5:00 PM	2414		Sridhar	
2417	✓	1.16.1.7 Manage Parallel Bill testing 1	120 hrs	100%	15 days	5/22/17 8:00 AM	6/9/17 5:00 PM			Sridhar	
2418	✓	1.16.1.8 Manage Parallel Bill testing 2	80 hrs	100%	10 days	7/10/17 8:00 AM	7/21/17 5:00 PM			Sridhar	
2419	✓	1.16.1.9 Manage Parallel Bill testing 3	80 hrs	100%	10 days	8/7/17 8:00 AM	8/18/17 5:00 PM			Sridhar	
2420	✓	1.16.1.10 Manage Parallel Bill testing 4	160 hrs	100%	20 days	8/28/17 8:00 AM	9/22/17 5:00 PM			Sridhar	
2421	✓	<b>1.16.2 Process and Application</b>	<b>5,808 hrs</b>	<b>100%</b>	<b>232 days</b>	<b>11/7/16 8:00 AM</b>	<b>9/22/17 5:00 PM</b>				
2422	✓	<b>1.16.2.1 Business Process Management</b>	<b>1,800 hrs</b>	<b>100%</b>	<b>150 days</b>	<b>11/7/16 8:00 AM</b>	<b>6/2/17 5:00 PM</b>				INT
2423	✓	<b>1.16.2.1.1 Develop Integration Cycle Test Cases</b>	<b>1,800 hrs</b>	<b>100%</b>	<b>150 days</b>	<b>11/7/16 8:00 AM</b>	<b>6/2/17 5:00 PM</b>				
2424	✓	<b>1.16.2.1.1.1 Develop Test Cases and Test Plan for ITC 1</b>	<b>600 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>11/7/16 8:00 AM</b>	<b>11/25/16 5:00 PM</b>				
2425	✓	1.16.2.1.1.1.1 Develop FI-CA String Test Cases for ITC 1	120 hrs	100%	15 days	11/7/16 8:00 AM	11/25/16 5:00 PM			Lkhowala	CA
2426	✓	1.16.2.1.1.1.2 Develop CS String Test Cases for ITC 1	120 hrs	100%	15 days	11/7/16 8:00 AM	11/25/16 5:00 PM			avchakrabarti	CS
2427	✓	1.16.2.1.1.1.3 Develop DM String Test Cases for ITC 1	120 hrs	100%	15 days	11/7/16 8:00 AM	11/25/16 5:00 PM			Agranadero	DM
2428	✓	1.16.2.1.1.1.4 Develop BIL String Test Cases for ITC 1	120 hrs	100%	15 days	11/7/16 8:00 AM	11/25/16 5:00 PM			igrau	BIL
2429	✓	1.16.2.1.1.1.5 Develop IDE String Test Cases for ITC 1	120 hrs	100%	15 days	11/7/16 8:00 AM	11/25/16 5:00 PM			dpappaly	IDE
2430	✓	<b>1.16.2.1.1.2 Develop Test Cases and Test Plan for ITC 2</b>	<b>400 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>1/9/17 8:00 AM</b>	<b>1/20/17 5:00 PM</b>				
2431	✓	1.16.2.1.1.2.1 Develop FI-CA String Test Cases for ITC 2	80 hrs	100%	10 days	1/9/17 8:00 AM	1/20/17 5:00 PM			Lkhowala	CA
2432	✓	1.16.2.1.1.2.2 Develop CS String Test Cases for ITC 2	80 hrs	100%	10 days	1/9/17 8:00 AM	1/20/17 5:00 PM			avchakrabarti	CS
2433	✓	1.16.2.1.1.2.3 Develop DM String Test Cases for ITC 2	80 hrs	100%	10 days	1/9/17 8:00 AM	1/20/17 5:00 PM			Agranadero	DM
2434	✓	1.16.2.1.1.2.4 Develop BIL String Test Cases for ITC 2	80 hrs	100%	10 days	1/9/17 8:00 AM	1/20/17 5:00 PM			igrau	BIL
2435	✓	1.16.2.1.1.2.5 Develop IDE String Test Cases for ITC 2	80 hrs	100%	10 days	1/9/17 8:00 AM	1/20/17 5:00 PM			dpappaly	IDE
2436	✓	<b>1.16.2.1.1.3 Develop Test Cases and Test Plan for ITC 3</b>	<b>400 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>4/3/17 8:00 AM</b>	<b>4/14/17 5:00 PM</b>				
2437	✓	1.16.2.1.1.3.1 Develop FI-CA String Test Cases for ITC 3	80 hrs	100%	10 days	4/3/17 8:00 AM	4/14/17 5:00 PM			Lkhowala	CA
2438	✓	1.16.2.1.1.3.2 Develop CS String Test Cases for ITC 3	80 hrs	100%	10 days	4/3/17 8:00 AM	4/14/17 5:00 PM			avchakrabarti	CS
2439	✓	1.16.2.1.1.3.3 Develop DM String Test Cases for ITC 3	80 hrs	100%	10 days	4/3/17 8:00 AM	4/14/17 5:00 PM			Agranadero	DM
2440	✓	1.16.2.1.1.3.4 Develop BIL String Test Cases for ITC 3	80 hrs	100%	10 days	4/3/17 8:00 AM	4/14/17 5:00 PM			igrau	BIL

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2441	✓	1.16.2.1.1.3.5 Develop IDE String Test Cases for ITC 2	80 hrs	100%	10 days	4/3/17 8:00 AM	4/14/17 5:00 PM			dpappaly	IDE
2442	✓	<b>1.16.2.1.1.4 Develop Test Cases and Test Plan for ITC 4</b>	<b>400 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>5/15/17 8:00 AM</b>	<b>6/2/17 5:00 PM</b>				
2443	✓	1.16.2.1.1.4.1 Develop FI-CA String Test Cases for ITC	80 hrs	100%	10 days	5/15/17 8:00 AM	5/26/17 5:00 PM			Lkhawala	CA
2444	✓	1.16.2.1.1.4.2 Develop CS String Test Cases for ITC 2	80 hrs	100%	10 days	5/15/17 8:00 AM	5/26/17 5:00 PM			avchakrabarti	CS
2445	✓	1.16.2.1.1.4.3 Develop DM String Test Cases for ITC 2	80 hrs	100%	10 days	5/15/17 8:00 AM	5/26/17 5:00 PM			Agranadero	DM
2446	✓	1.16.2.1.1.4.4 Develop BIL String Test Cases for ITC 2	80 hrs	100%	10 days	5/15/17 8:00 AM	5/26/17 5:00 PM			igrau	BIL
2447	✓	1.16.2.1.1.4.5 Develop IDE String Test Cases for ITC 2	80 hrs	100%	10 days	5/15/17 8:00 AM	5/26/17 5:00 PM			dpappaly	IDE
2448	✓	<b>1.16.2.2 Integration Test Cycle 1</b>	<b>1,080 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>11/7/16 8:00 AM</b>	<b>1/6/17 5:00 PM</b>			<b>Hmenon</b>	
2449	✓	<b>1.16.2.2.1 Prepare for Integration Testing</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>11/7/16 8:00 AM</b>	<b>11/25/16 5:00 PM</b>		<b>2454</b>	<b>Hmenon</b>	
2450	✓	1.16.2.2.1.1 Develop Integration Test Approach	8 hrs	100%	1 day	11/7/16 8:00 AM	11/7/16 5:00 PM		2451	Hmenon	
2451	✓	1.16.2.2.1.2 Develop Integration Test Cases	40 hrs	100%	5 days	11/8/16 8:00 AM	11/14/16 5:00 PM	2450	2452	Hmenon	
2452	✓	1.16.2.2.1.3 Identify Integration Test Data	40 hrs	100%	5 days	11/15/16 8:00 AM	11/21/16 5:00 PM	2451	2453	Hmenon	
2453	✓	1.16.2.2.1.4 Develop Integration Test Plan	32 hrs	100%	4 days	11/22/16 8:00 AM	11/25/16 5:00 PM	2452		Hmenon	
2454	✓	<b>1.16.2.2.2 Execute Integration Testing</b>	<b>480 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>11/28/16 8:00 AM</b>	<b>1/6/17 5:00 PM</b>	<b>2449</b>		<b>Hmenon</b>	
2455	✓	1.16.2.2.2.1 Populate Integration Test Environment	40 hrs	100%	5 days	11/28/16 8:00 AM	12/2/16 5:00 PM		2456	Hmenon	
2456	✓	1.16.2.2.2.2 Conduct Integration Test	200 hrs	100%	25 days	12/5/16 8:00 AM	1/6/17 5:00 PM	2455		Hmenon	
2457	✓	<b>1.16.2.3 Integration Test Cycle 2</b>	<b>720 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>1/9/17 8:00 AM</b>	<b>2/17/17 5:00 PM</b>			<b>Hmenon</b>	
2458	✓	<b>1.16.2.3.1 Prepare for Integration Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>1/9/17 8:00 AM</b>	<b>1/20/17 5:00 PM</b>		<b>2463</b>	<b>Hmenon</b>	
2459	✓	1.16.2.3.1.1 Develop Integration Test Approach	8 hrs	100%	1 day	1/9/17 8:00 AM	1/9/17 5:00 PM		2460	Hmenon	
2460	✓	1.16.2.3.1.2 Develop Integration Test Cases	24 hrs	100%	3 days	1/10/17 8:00 AM	1/12/17 5:00 PM	2459	2461	Hmenon	
2461	✓	1.16.2.3.1.3 Identify Integration Test Data	32 hrs	100%	4 days	1/13/17 8:00 AM	1/18/17 5:00 PM	2460	2462	Hmenon	
2462	✓	1.16.2.3.1.4 Develop Integration Test Plan	16 hrs	100%	2 days	1/19/17 8:00 AM	1/20/17 5:00 PM	2461		Hmenon	
2463	✓	<b>1.16.2.3.2 Execute Integration Testing</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>1/23/17 8:00 AM</b>	<b>2/17/17 5:00 PM</b>	<b>2458</b>		<b>Hmenon</b>	
2464	✓	1.16.2.3.2.1 Populate Integration Test Environment	32 hrs	100%	4 days	1/23/17 8:00 AM	1/26/17 5:00 PM		2465	Hmenon	
2465	✓	1.16.2.3.2.2 Conduct Integration Test	128 hrs	100%	16 days	1/27/17 8:00 AM	2/17/17 5:00 PM	2464		Hmenon	
2466	✓	<b>1.16.2.4 Integration Test Cycle 3</b>	<b>600 hrs</b>	<b>100%</b>	<b>25 days</b>	<b>4/3/17 8:00 AM</b>	<b>5/5/17 5:00 PM</b>			<b>Hmenon</b>	
2467	✓	<b>1.16.2.4.1 Prepare for Integration Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>4/3/17 8:00 AM</b>	<b>4/7/17 5:00 PM</b>		<b>2472</b>	<b>Hmenon</b>	
2468	✓	1.16.2.4.1.1 Develop Integration Test Approach	8 hrs	100%	1 day	4/3/17 8:00 AM	4/3/17 5:00 PM		2469	Hmenon	
2469	✓	1.16.2.4.1.2 Develop Integration Test Cases	8 hrs	100%	1 day	4/4/17 8:00 AM	4/4/17 5:00 PM	2468	2470	Hmenon	
2470	✓	1.16.2.4.1.3 Identify Integration Test Data	16 hrs	100%	2 days	4/5/17 8:00 AM	4/6/17 5:00 PM	2469	2471	Hmenon	
2471	✓	1.16.2.4.1.4 Develop Integration Test Plan	8 hrs	100%	1 day	4/7/17 8:00 AM	4/7/17 5:00 PM	2470		Hmenon	
2472	✓	<b>1.16.2.4.2 Execute Integration Testing</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>4/10/17 8:00 AM</b>	<b>5/5/17 5:00 PM</b>	<b>2467</b>		<b>Hmenon</b>	
2473	✓	1.16.2.4.2.1 Populate Integration Test Environment	32 hrs	100%	4 days	4/10/17 8:00 AM	4/13/17 5:00 PM		2474	Hmenon	
2474	✓	1.16.2.4.2.2 Conduct Integration Test	128 hrs	100%	16 days	4/14/17 8:00 AM	5/5/17 5:00 PM	2473		Hmenon	
2475	✓	<b>1.16.2.5 Integration Test Cycle 4</b>	<b>1,128 hrs</b>	<b>100%</b>	<b>47 days</b>	<b>6/19/17 8:00 AM</b>	<b>8/18/17 5:00 PM</b>			<b>Hmenon</b>	
2476	✓	<b>1.16.2.5.1 Prepare for Integration Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/19/17 8:00 AM</b>	<b>6/28/17 5:00 PM</b>		<b>2481</b>	<b>Hmenon</b>	
2477	✓	1.16.2.5.1.1 Develop Integration Test Approach	8 hrs	100%	1 day	6/19/17 8:00 AM	6/19/17 5:00 PM		2478	Hmenon	
2478	✓	1.16.2.5.1.2 Develop Integration Test Cases	16 hrs	100%	2 days	6/20/17 8:00 AM	6/21/17 5:00 PM	2477	2479	Hmenon	
2479	✓	1.16.2.5.1.3 Identify Integration Test Data	16 hrs	100%	2 days	6/22/17 8:00 AM	6/23/17 5:00 PM	2478	2480	Hmenon	
2480	✓	1.16.2.5.1.4 Develop Integration Test Plan	40 hrs	100%	5 days	6/24/17 8:00 AM	6/28/17 5:00 PM	2479		Hmenon	
2481	✓	<b>1.16.2.5.2 Execute Integration Testing</b>	<b>592 hrs</b>	<b>100%</b>	<b>37 days</b>	<b>6/29/17 8:00 AM</b>	<b>8/18/17 5:00 PM</b>	<b>2476</b>		<b>Hmenon</b>	
2482	✓	1.16.2.5.2.1 Populate Integration Test Environment	56 hrs	100%	7 days	6/29/17 8:00 AM	7/7/17 5:00 PM		2483	Hmenon	

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2483	✓	1.16.2.5.2.2 Conduct Integration Test	240 hrs	100%	30 days	7/10/17 8:00 AM	8/18/17 5:00 PM	2482		Hmenon	
2484	✓	<b>1.16.2.6 Integration Test Cycle 5</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>8/28/17 8:00 AM</b>	<b>9/22/17 5:00 PM</b>			<b>Hmenon</b>	
2485	✓	<b>1.16.2.6.1 Prepare for Integration Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>8/28/17 8:00 AM</b>	<b>9/1/17 5:00 PM</b>		<b>2490</b>	<b>Hmenon</b>	
2486	✓	1.16.2.6.1.1 Develop Integration Test Approach	8 hrs	100%	1 day	8/28/17 8:00 AM	8/28/17 5:00 PM		2487	Hmenon	
2487	✓	1.16.2.6.1.2 Develop Integration Test Cases	8 hrs	100%	1 day	8/29/17 8:00 AM	8/29/17 5:00 PM	2486	2488	Hmenon	
2488	✓	1.16.2.6.1.3 Identify Integration Test Data	8 hrs	100%	1 day	8/30/17 8:00 AM	8/30/17 5:00 PM	2487	2489	Hmenon	
2489	✓	1.16.2.6.1.4 Develop Integration Test Plan	16 hrs	100%	2 days	8/31/17 8:00 AM	9/1/17 5:00 PM	2488		Hmenon	
2490	✓	<b>1.16.2.6.2 Execute Integration Testing</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>9/4/17 8:00 AM</b>	<b>9/22/17 5:00 PM</b>	<b>2485</b>		<b>Hmenon</b>	
2491	✓	1.16.2.6.2.1 Populate Integration Test Environment	8 hrs	100%	1 day	9/4/17 8:00 AM	9/4/17 5:00 PM		2492	Hmenon	
2492	✓	1.16.2.6.2.2 Conduct Integration Test	112 hrs	100%	14 days	9/5/17 8:00 AM	9/22/17 5:00 PM	2491		Hmenon	
2493	✓	<b>1.16.3 Organizational Change Management</b>	<b>2,824 hrs</b>	<b>100%</b>	<b>152 days</b>	<b>2/6/17 8:00 AM</b>	<b>9/1/17 5:00 PM</b>			<b>Hmenon</b>	
2494	✓	<b>1.16.3.1 Training Preparation</b>	<b>688 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>4/10/17 8:00 AM</b>	<b>6/28/17 5:00 PM</b>				
2495	✓	<b>1.16.3.1.1 Training Environment</b>	<b>328 hrs</b>	<b>100%</b>	<b>28 days</b>	<b>4/10/17 8:00 AM</b>	<b>5/17/17 5:00 PM</b>				
2496	✓	1.16.3.1.1.1 Identify Training Data Requirements	80 hrs	100%	10 days	4/10/17 8:00 AM	4/21/17 5:00 PM	2512	2500,2497,24	namudaliar	CMT
2497	✓	1.16.3.1.1.2 Develop Restore Schedule for Training Environment	40 hrs	100%	5 days	4/24/17 8:00 AM	4/28/17 5:00 PM	2496		namudaliar	CMT
2498	✓	1.16.3.1.1.3 Set up Security for Data Builders	40 hrs	100%	5 days	4/24/17 8:00 AM	4/28/17 5:00 PM	2496	2499	namudaliar	CMT
2499	✓	1.16.3.1.1.4 Set up/Confirm Training IDs	24 hrs	100%	3 days	5/1/17 8:00 AM	5/3/17 5:00 PM	2498		Rachel.Greni	CMT
2500	✓	1.16.3.1.1.5 Set Up Training Data	120 hrs	100%	15 days	4/24/17 8:00 AM	5/12/17 5:00 PM	2496	2501	Rachel.Greni	CMT
2501	✓	1.16.3.1.1.6 Test Training Environment	24 hrs	100%	3 days	5/15/17 8:00 AM	5/17/17 5:00 PM	2500		Rachel.Greni	CMT
2502	✓	<b>1.16.3.1.2 Training Logistics</b>	<b>360 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>5/1/17 8:00 AM</b>	<b>6/28/17 5:00 PM</b>				
2503	✓	<b>1.16.3.1.2.1 Training Schedule</b>	<b>280 hrs</b>	<b>100%</b>	<b>35 days</b>	<b>5/1/17 8:00 AM</b>	<b>6/16/17 5:00 PM</b>				
2504	✓	1.16.3.1.2.1.1 Develop Draft Training Schedule	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM	2517	2505	Rachel.Greni	CMT
2505	✓	1.16.3.1.2.1.2 Validate Training Schedule w/Team Leads	80 hrs	100%	10 days	5/29/17 8:00 AM	6/9/17 5:00 PM	2504	2506	Rachel.Greni	CMT
2506	✓	1.16.3.1.2.1.3 Validate training schedule with Rachel/PM	40 hrs	100%	5 days	6/12/17 8:00 AM	6/16/17 5:00 PM	2505	2508	Rachel.Greni	CMT
2507	✓	<b>1.16.3.1.2.2 Prepare for Training Registration</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/19/17 8:00 AM</b>	<b>6/28/17 5:00 PM</b>				
2508	✓	1.16.3.1.2.2.1 Submit Course Request to GELP	80 hrs	100%	10 days	6/19/17 8:00 AM	6/28/17 5:00 PM	2506		Rachel.Greni	CMT
2509	✓	<b>1.16.3.2 Training Development and Delivery</b>	<b>800 hrs</b>	<b>100%</b>	<b>75 days</b>	<b>2/6/17 8:00 AM</b>	<b>5/19/17 5:00 PM</b>				
2510	✓	<b>1.16.3.2.1 Course Curriculum/Outlines</b>	<b>480 hrs</b>	<b>100%</b>	<b>60 days</b>	<b>2/6/17 8:00 AM</b>	<b>4/28/17 5:00 PM</b>				
2511	✓	1.16.3.2.1.1 Develop Course Outlines	240 hrs	100%	30 days	2/6/17 8:00 AM	3/17/17 5:00 PM	1214	2512	namudaliar	CMT
2512	✓	1.16.3.2.1.2 Validate Course Outlines with Team Leads	120 hrs	100%	15 days	3/20/17 8:00 AM	4/7/17 5:00 PM	2511	2496,2516SS	namudaliar	CMT
2513	✓	1.16.3.2.1.3 Validate Tracker and Development Schedule with Process Teams	120 hrs	100%	15 days	4/10/17 8:00 AM	4/28/17 5:00 PM	2512		namudaliar	CMT
2514	✓	<b>1.16.3.2.2 R2PM</b>	<b>320 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>3/20/17 8:00 AM</b>	<b>5/19/17 5:00 PM</b>				
2515	✓	<b>1.16.3.2.2.1 Map end users to courses</b>	<b>320 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>3/20/17 8:00 AM</b>	<b>5/19/17 5:00 PM</b>				
2516	✓	1.16.3.2.2.1.1 Create initial mapping based on course outline and audience analysis	120 hrs	100%	15 days	3/20/17 8:00 AM	4/7/17 5:00 PM	2512SS	2517	Rachel.Greni	CMT
2517	✓	1.16.3.2.2.1.2 Validate Mappings with Process Team and Security	120 hrs	100%	15 days	4/10/17 8:00 AM	4/28/17 5:00 PM	2516	2518,2504	Rachel.Greni	CMT
2518	✓	1.16.3.2.2.1.3 Conduct Validation Session with Business, Process Teams and Security	40 hrs	100%	5 days	5/1/17 8:00 AM	5/5/17 5:00 PM	2517	2519FS+5 days	Rachel.Greni	CMT
2519	✓	1.16.3.2.2.1.4 PMO Validation and Sign off with Process Team Sign Off Session	40 hrs	100%	5 days	5/15/17 8:00 AM	5/19/17 5:00 PM	2518FS+5 days		Rachel.Greni	CMT
2520	✓	<b>1.16.3.3 Change Readiness and Business Engagement</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>2/6/17 8:00 AM</b>	<b>2/24/17 5:00 PM</b>				
2521	✓	<b>1.16.3.3.1 Change Readiness</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>2/6/17 8:00 AM</b>	<b>2/24/17 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2522	✓	1.16.3.3.1.1 Conduct Change Readiness Assessment #2	80 hrs	100%	10 days	2/6/17 8:00 AM	2/17/17 5:00 PM		2523	Stephen.Cata	CMT
2523	✓	1.16.3.3.1.2 Deliver Change Readiness Assessment Report	40 hrs	100%	5 days	2/20/17 8:00 AM	2/24/17 5:00 PM	2522		Stephen.Cata	CMT
2524	✓	<b>1.16.4 Information Management</b>	<b>26,136 hrs</b>	<b>100%</b>	<b>227.5 days?</b>	<b>6/21/16 8:00 AM</b>	<b>5/3/17 12:00 PM</b>				
2525	✓	<b>1.16.4.1 Information Quality-Blueprint</b>	<b>680 hrs</b>	<b>100%</b>	<b>85 days</b>	<b>10/24/16 8:00 AM</b>	<b>2/17/17 5:00 PM</b>				
2526	✓	1.16.4.1.1 Perform Legacy Data Analysis	360 hrs	100%	45 days	10/24/16 8:00 AM	12/23/16 5:00 PM		2527	Rachel.Greni	DATA
2527	✓	1.16.4.1.2 Develop Data Cleanup and Migration Workplan	160 hrs	100%	20 days	12/26/16 8:00 AM	1/20/17 5:00 PM	2526	2528	Rachel.Greni	DATA
2528	✓	1.16.4.1.3 Develop Data Cleansing Approach	160 hrs	100%	20 days	1/23/17 8:00 AM	2/17/17 5:00 PM	2527		Rachel.Greni	DATA
2529	✓	<b>1.16.4.2 Business Intelligence &amp; Data Warehousing</b>	<b>216 hrs</b>	<b>100%</b>	<b>9 days?</b>	<b>10/24/16 8:00 AM</b>	<b>11/3/16 5:00 PM</b>				
2530	✓	<b>1.16.4.2.1 Install SAP BW Business Content Data Flows</b>	<b>80 hrs</b>	<b>100%</b>	<b>9 days?</b>	<b>10/24/16 8:00 AM</b>	<b>11/3/16 5:00 PM</b>				
2531	✓	1.16.4.2.1.1 Sales Statistics Backend Objects & Data Load	8 hrs	100%	1 day?	10/24/16 8:00 AM	10/24/16 5:00 PM			Saiiyer	IM
2532	✓	1.16.4.2.1.2 Meter Reading Backend Objects & Data Load	8 hrs	100%	1 day?	10/24/16 8:00 AM	10/24/16 5:00 PM		2533	Saiiyer	IM
2533	✓	1.16.4.2.1.3 FICA Dunning Backend Objects & Data Load	8 hrs	100%	1 day?	10/25/16 8:00 AM	10/25/16 5:00 PM	2532	2534	Saiiyer	IM
2534	✓	1.16.4.2.1.4 FICA Business Partner Items Backend Objects & Data Load	8 hrs	100%	1 day?	10/26/16 8:00 AM	10/26/16 5:00 PM	2533	2535	Saiiyer	IM
2535	✓	1.16.4.2.1.5 CRM Activities Backend Objects & Data Load	8 hrs	100%	1 day?	10/27/16 8:00 AM	10/27/16 5:00 PM	2534	2536	Saiiyer	IM
2536	✓	1.16.4.2.1.6 FICA Payments Backend Objects & Data Load	8 hrs	100%	1 day?	10/28/16 8:00 AM	10/28/16 5:00 PM	2535	2537	Saiiyer	IM
2537	✓	1.16.4.2.1.7 Stock Statistics Backend Objects & Data Load	8 hrs	100%	1 day?	10/31/16 8:00 AM	10/31/16 5:00 PM	2536	2538	Saiiyer	IM
2538	✓	1.16.4.2.1.8 Quality Management Backend Objects & Data Load	8 hrs	100%	1 day?	11/1/16 8:00 AM	11/1/16 5:00 PM	2537	2539	Saiiyer	IM
2539	✓	1.16.4.2.1.9 External Collection Agency Backend Objects & Data Load	8 hrs	100%	1 day?	11/2/16 8:00 AM	11/2/16 5:00 PM	2538	2540	Saiiyer	IM
2540	✓	1.16.4.2.1.10 Identify Gaps in the Standard Data Flows & Troubleshoot Gaps	8 hrs	100%	1 day?	11/3/16 8:00 AM	11/3/16 5:00 PM	2539		Saiiyer	IM
2541	✓	<b>1.16.4.2.2 Unit Test SAP BW Business Content Queries</b>	<b>80 hrs</b>	<b>100%</b>	<b>9 days?</b>	<b>10/24/16 8:00 AM</b>	<b>11/3/16 5:00 PM</b>				
2542	✓	1.16.4.2.2.1 Sales Statistics Queries Unit Test	8 hrs	100%	1 day?	10/24/16 8:00 AM	10/24/16 5:00 PM			Saiiyer	IM
2543	✓	1.16.4.2.2.2 Meter Reading Queries Unit Test	8 hrs	100%	1 day?	10/24/16 8:00 AM	10/24/16 5:00 PM		2544	Saiiyer	IM
2544	✓	1.16.4.2.2.3 FICA Dunning Queries Unit Test	8 hrs	100%	1 day?	10/25/16 8:00 AM	10/25/16 5:00 PM	2543	2545	Saiiyer	IM
2545	✓	1.16.4.2.2.4 FICA Business Partner Items Queries Unit Test	8 hrs	100%	1 day?	10/26/16 8:00 AM	10/26/16 5:00 PM	2544	2546	Saiiyer	IM
2546	✓	1.16.4.2.2.5 CRM Activities Queries Unit Test	8 hrs	100%	1 day?	10/27/16 8:00 AM	10/27/16 5:00 PM	2545	2547	Saiiyer	IM
2547	✓	1.16.4.2.2.6 FICA Payments Queries Unit Test	8 hrs	100%	1 day?	10/28/16 8:00 AM	10/28/16 5:00 PM	2546	2548	Saiiyer	IM
2548	✓	1.16.4.2.2.7 Stock Statistics Queries Unit Test	8 hrs	100%	1 day?	10/31/16 8:00 AM	10/31/16 5:00 PM	2547	2549	Saiiyer	IM
2549	✓	1.16.4.2.2.8 Quality Management Queries Unit Test	8 hrs	100%	1 day?	11/1/16 8:00 AM	11/1/16 5:00 PM	2548	2550	Saiiyer	IM
2550	✓	1.16.4.2.2.9 External Collection Agency Queries Unit Test	8 hrs	100%	1 day?	11/2/16 8:00 AM	11/2/16 5:00 PM	2549	2551	Saiiyer	IM
2551	✓	1.16.4.2.2.10 Identify Gaps in the Standard Content Reports & Troubleshoot Gaps	8 hrs	100%	1 day?	11/3/16 8:00 AM	11/3/16 5:00 PM	2550		Saiiyer	IM
2552	✓	<b>1.16.4.2.3 Create Development Standards &amp; Guidelines</b>	<b>56 hrs</b>	<b>100%</b>	<b>7 days</b>	<b>10/24/16 8:00 AM</b>	<b>11/1/16 5:00 PM</b>				
2553	✓	1.16.4.2.3.1 SAP BW Development Standards & Naming Conventions	16 hrs	100%	2 days	10/24/16 8:00 AM	10/25/16 5:00 PM		2554	Saiiyer	IM
2554	✓	1.16.4.2.3.2 BusinessObjects Development Standards & Naming Conventions	16 hrs	100%	2 days	10/26/16 8:00 AM	10/27/16 5:00 PM	2553	2555	Saiiyer	IM
2555	✓	1.16.4.2.3.3 Performance Optimization Guidelines	24 hrs	100%	3 days	10/28/16 8:00 AM	11/1/16 5:00 PM	2554		Saiiyer	IM
2556	✓	<b>1.16.4.3 IM Development</b>	<b>25,240 hrs</b>	<b>100%</b>	<b>227.5 days?</b>	<b>6/21/16 8:00 AM</b>	<b>5/3/17 12:00 PM</b>				
2557	✓	<b>1.16.4.3.1 Develop BI Report Technical Specifications for ITC1</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2558	✓	1.16.4.3.1.1 Develop FI-CA Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2559	✓	1.16.4.3.1.2 Develop CS Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2560	✓	1.16.4.3.1.3 Develop DM Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2561	✓	1.16.4.3.1.4 Develop BIL Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2562	✓	1.16.4.3.1.5 Develop IDE Report Technical Specifications for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2563	✓	<b>1.16.4.3.2 Develop BI Report Software Code for ITC1</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2564	✓	1.16.4.3.2.1 Develop FI-CA BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2565	✓	1.16.4.3.2.2 Develop CS BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2566	✓	1.16.4.3.2.3 Develop DM BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2567	✓	1.16.4.3.2.4 Develop BIL BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2568	✓	1.16.4.3.2.5 Develop IDE BI Report Software Code for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2569	✓	<b>1.16.4.3.3 Conduct BI Report Technical Unit Test for ITC1</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2570	✓	1.16.4.3.3.1 Conduct FI-CA BI Report Technical Unit Test for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2571	✓	1.16.4.3.3.2 Conduct CS BI Report Technical Unit Test for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2572	✓	1.16.4.3.3.3 Conduct DM BI Report Technical Unit Test for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2573	✓	1.16.4.3.3.4 Conduct BIL BI Report Technical Unit Test for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2574	✓	1.16.4.3.3.5 Conduct IDE BI Report Technical Unit Test for ITC1	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Saiiyer	IM
2575	✓	1.16.4.3.4 Development and Technical Unit Test for BI Reports ITC1 Complete	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			Saiiyer	IM
2576	✓	<b>1.16.4.3.5 Develop Functional Unit Test Cases and Test Plan for ITC1 BI Reports</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>95 days</b>	<b>6/21/16 8:00 AM</b>	<b>10/28/16 5:00 PM</b>				
2577	✓	1.16.4.3.5.1 Develop FI-CA Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Lkhowala	CA
2578	✓	1.16.4.3.5.2 Develop CS Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			avchakrabarti	CS
2579	✓	1.16.4.3.5.3 Develop DM Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			Agranadero	DM
2580	✓	1.16.4.3.5.4 Develop BIL Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			igrau	BIL
2581	✓	1.16.4.3.5.5 Develop IDE Functional Unit Test Cases for ITC1 BI Reports	760 hrs	100%	95 days	6/21/16 8:00 AM	10/28/16 5:00 PM			dpappaly	IDE
2582	✓	<b>1.16.4.3.6 Conduct Functional Unit Test Cases for ITC1 BI Reports</b>	<b>3,800 hrs</b>	<b>100%</b>	<b>137.5 days</b>	<b>10/24/16 8:00 AM</b>	<b>5/3/17 12:00 PM</b>				
2583	✓	1.16.4.3.6.1 Conduct FI-CA Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	10/24/16 8:00 AM	5/3/17 12:00 PM			Lkhowala	CA
2584	✓	1.16.4.3.6.2 Conduct CS Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	10/24/16 8:00 AM	5/3/17 12:00 PM			avchakrabarti	CS
2585	✓	1.16.4.3.6.3 Conduct DM Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	10/24/16 8:00 AM	5/3/17 12:00 PM			Agranadero	DM
2586	✓	1.16.4.3.6.4 Condu BIL Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	10/24/16 8:00 AM	5/3/17 12:00 PM			igrau	BIL
2587	✓	1.16.4.3.6.5 Conduct IDE Functional Unit Test for ITC1 BI Reports	760 hrs	100%	95 days	10/24/16 8:00 AM	5/3/17 12:00 PM			dpappaly	IDE
2588	✓	1.16.4.3.7 Functional Unit Test for BI Reports ITC1 Complete	0 hrs	100%	0 days	10/28/16 8:00 AM	10/28/16 8:00 AM			Hmenon	INT
2589	✓	<b>1.16.4.3.8 Develop BI Report Technical Specifications for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days?</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2590	✓	1.16.4.3.8.1 Develop FI-CA Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2591	✓	1.16.4.3.8.2 Develop CS Report Technical Specifications for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2592	✓	1.16.4.3.8.3 Develop DM Report Technical Specifications	fc 240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2593	✓	1.16.4.3.8.4 Develop BIL Report Technical Specifications	fc 240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2594	✓	1.16.4.3.8.5 Develop IDE Report Technical Specifications	fc 240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2595	✓	<b>1.16.4.3.9 Develop BI Report Software Code for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2596	✓	1.16.4.3.9.1 Develop FI-CA BI Report Software Code for IT	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2597	✓	1.16.4.3.9.2 Develop CS BI Report Software Code for ITC	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2598	✓	1.16.4.3.9.3 Develop DM BI Report Software Code for ITC	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2599	✓	1.16.4.3.9.4 Develop BIL BI Report Software Code for ITC	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2600	✓	1.16.4.3.9.5 Develop IDE BI Report Software Code for ITC	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2601	✓	<b>1.16.4.3.10 Conduct BI Report Technical Unit Test for ITC2</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2602	✓	1.16.4.3.10.1 Conduct FI-CA BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2603	✓	1.16.4.3.10.2 Conduct CS BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2604	✓	1.16.4.3.10.3 Conduct DM BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2605	✓	1.16.4.3.10.4 Conduct BIL BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Saiiyer	IM
2606	✓	1.16.4.3.10.5 Conduct IDE BI Report Technical Unit Test for ITC2	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM		2607FS-1 da	Saiiyer	IM
2607	✓	1.16.4.3.11 Development and Technical Unit Test for BI Reports ITC 2 Complete	240 hrs	100%	30 days	12/9/16 8:00 AM	1/19/17 5:00 PM	2606FS-1 day		Saiiyer	IM
2608	✓	<b>1.16.4.3.12 Develop Functional Unit Test Cases and Test Plan for ITC2 BI Reports</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2609	✓	1.16.4.3.12.1 Develop FI-CA Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Lkhowala	CA
2610	✓	1.16.4.3.12.2 Develop CS Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			avchakrabarti	CS
2611	✓	1.16.4.3.12.3 Develop DM Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Agranadero	DM
2612	✓	1.16.4.3.12.4 Develop BIL Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			igrau	BIL
2613	✓	1.16.4.3.12.5 Develop IDE Functional Unit Test Cases for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			dpappaly	IDE
2614	✓	<b>1.16.4.3.13 Conduct Functional Unit Test Cases for ITC2 BI Reports</b>	<b>1,200 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>10/31/16 8:00 AM</b>	<b>12/9/16 5:00 PM</b>				
2615	✓	1.16.4.3.13.1 Conduct FI-CA Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Lkhowala	CA
2616	✓	1.16.4.3.13.2 Conduct CS Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			avchakrabarti	CS
2617	✓	1.16.4.3.13.3 Conduct DM Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			Agranadero	DM
2618	✓	1.16.4.3.13.4 Condu BIL Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			igrau	BIL
2619	✓	1.16.4.3.13.5 Conduct IDE Functional Unit Test for ITC2 BI Reports	240 hrs	100%	30 days	10/31/16 8:00 AM	12/9/16 5:00 PM			dpappaly	IDE
2620	✓	1.16.4.3.13.6 Functional Unit Test for BI Reports ITC 2 Complete	0 hrs	100%	0 days	12/9/16 8:00 AM	12/9/16 8:00 AM			Hmenon	INT
2621	✓	<b>1.16.5 Technology</b>	<b>17,008 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>3/27/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2622	✓	<b>1.16.5.1 Infrastructure/Basis</b>	<b>17,008 hrs</b>	<b>100%</b>	<b>45 days</b>	<b>3/27/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2623	✓	<b>1.16.5.1.1 Production Build</b>	<b>12,208 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2624	✓	<b>1.16.5.1.1.1 ECC</b>	<b>1,768 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2625	✓	<b>1.16.5.1.1.1.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2626	✓	1.16.5.1.1.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2627	✓	1.16.5.1.1.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2628	✓	1.16.5.1.1.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2629	✓	<b>1.16.5.1.1.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2630	✓	1.16.5.1.1.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2631	✓	1.16.5.1.1.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2632	✓	<b>1.16.5.1.1.3 Post Install Steps</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2633	✓	1.16.5.1.1.3.1 Client Copy	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2634	✓	1.16.5.1.1.3.2 Business Function activation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2635	✓	1.16.5.1.1.3.3 Initial Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2636	✓	1.16.5.1.1.3.4 Generate System Load - SGEN	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2637	✓	1.16.5.1.1.3.5 STMS Configuration	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2638	✓	1.16.5.1.1.3.6 Perform Cross system tasks and system validation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2639	✓	<b>1.16.5.1.1.4 Pristine Backup</b>	<b>8 hrs</b>	<b>100%</b>	<b>1 day</b>	<b>5/1/17 8:00 AM</b>	<b>5/1/17 5:00 PM</b>			<b>ssammeta</b>	<b>INFRA</b>
2640	✓	<b>1.16.5.1.2 CRM</b>	<b>1,768 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2641	✓	<b>1.16.5.1.2.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2642	✓	1.16.5.1.2.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2643	✓	1.16.5.1.2.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2644	✓	1.16.5.1.2.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2645	✓	<b>1.16.5.1.2.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2646	✓	1.16.5.1.2.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2647	✓	1.16.5.1.2.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2648	✓	<b>1.16.5.1.2.3 Post Install Steps</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2649	✓	1.16.5.1.2.3.1 Client Copy	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2650	✓	1.16.5.1.2.3.2 Business Function activation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2651	✓	1.16.5.1.2.3.3 Initial Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2652	✓	1.16.5.1.2.3.4 Generate System Load - SGEN	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2653	✓	1.16.5.1.2.3.5 STMS Configuration	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2654	✓	1.16.5.1.2.3.6 Perform Cross system tasks and system validation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2655	✓	<b>1.16.5.1.2.4 Pristine Backup</b>	<b>8 hrs</b>	<b>100%</b>	<b>1 day</b>	<b>3/27/17 8:00 AM</b>	<b>3/27/17 5:00 PM</b>			<b>ssammeta</b>	<b>INFRA</b>
2656	✓	<b>1.16.5.1.3 BW</b>	<b>1,768 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2657	✓	<b>1.16.5.1.3.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days?</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2658	✓	1.16.5.1.3.1.1 LPAR Build	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2659	✓	1.16.5.1.3.1.2 FileSystem Setup	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2660	✓	1.16.5.1.3.1.3 OS Security Setup	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2661	✓	<b>1.16.5.1.3.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2662	✓	1.16.5.1.3.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2663	✓	1.16.5.1.3.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2664	✓	<b>1.16.5.1.3.3 Post Install Steps</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2665	✓	1.16.5.1.3.3.1 Client Copy	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2666	✓	1.16.5.1.3.3.2 Business Function activation	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2667	✓	1.16.5.1.1.3.3.3 Initial Security Setup	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2668	✓	1.16.5.1.1.3.3.4 Generate System Load - SGEN	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2669	✓	1.16.5.1.1.3.3.5 STMS Configuration	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2670	✓	1.16.5.1.1.3.3.6 Perform Cross system tasks and system validation	160 hrs	100%	20 days?	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2671	✓	<b>1.16.5.1.1.3.4 Pristine Backup</b>	<b>8 hrs</b>	<b>100%</b>	<b>1 day</b>	<b>5/1/17 8:00 AM</b>	<b>5/1/17 5:00 PM</b>			<b>ssammeta</b>	<b>INFRA</b>
2672	✓	<b>1.16.5.1.1.4 BOE</b>	<b>2,080 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2673	✓	<b>1.16.5.1.1.4.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2674	✓	1.16.5.1.1.4.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2675	✓	1.16.5.1.1.4.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2676	✓	1.16.5.1.1.4.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2677	✓	<b>1.16.5.1.1.4.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2678	✓	1.16.5.1.1.4.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2679	✓	1.16.5.1.1.4.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2680	✓	<b>1.16.5.1.1.4.3 Post Install Steps</b>	<b>1,120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2681	✓	1.16.5.1.1.4.3.1 Verify installation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2682	✓	1.16.5.1.1.4.3.2 Run System Configuration Wizard	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2683	✓	1.16.5.1.1.4.3.3 Firewall Ports	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2684	✓	1.16.5.1.1.4.3.4 Initial Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2685	✓	1.16.5.1.1.4.3.5 File Repository Server configuration	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2686	✓	1.16.5.1.1.4.3.6 Configuring various Server/Services	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2687	✓	1.16.5.1.1.4.3.7 Perform Cross system tasks and system validation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2688	✓	<b>1.16.5.1.1.4.4 Pristine Backup</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>			<b>ssammeta</b>	<b>INFRA</b>
2689	✓	<b>1.16.5.1.1.5 PO</b>	<b>1,608 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2690	✓	<b>1.16.5.1.1.5.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2691	✓	1.16.5.1.1.5.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2692	✓	1.16.5.1.1.5.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2693	✓	1.16.5.1.1.5.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2694	✓	<b>1.16.5.1.1.5.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2695	✓	1.16.5.1.1.5.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2696	✓	1.16.5.1.1.5.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2697	✓	<b>1.16.5.1.1.5.3 Post Install Steps</b>	<b>800 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2698	✓	1.16.5.1.1.5.3.1 Perform Installation Check	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2699	✓	1.16.5.1.1.5.3.2 Execute the CTC Configuration Wizard	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2700	✓	1.16.5.1.1.5.3.3 Adjust Java system properties	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2701	✓	1.16.5.1.1.5.3.4 Initial Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2702	✓	1.16.5.1.1.5.3.5 Perform Cross system tasks and system validation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2703	✓	<b>1.16.5.1.1.5.4 Pristine Backup</b>	<b>8 hrs</b>	<b>100%</b>	<b>1 day</b>	<b>5/1/17 8:00 AM</b>	<b>5/1/17 5:00 PM</b>			<b>ssammeta</b>	<b>INFRA</b>
2704	✓	<b>1.16.5.1.1.6 Data Services</b>	<b>1,608 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2705	✓	<b>1.16.5.1.1.6.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2706	✓	1.16.5.1.1.6.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2707	✓	1.16.5.1.1.6.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2708	✓	1.16.5.1.1.6.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2709	✓	<b>1.16.5.1.1.6.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2710	✓	1.16.5.1.1.6.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2711	✓	1.16.5.1.1.6.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2712	✓	<b>1.16.5.1.1.6.3 Post Install Steps</b>	<b>800 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2713	✓	1.16.5.1.1.6.3.1 Perform Installation Check	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2714	✓	1.16.5.1.1.6.3.2 Execute the CTC Configuration Wizard	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2715	✓	1.16.5.1.1.6.3.3 Adjust Java system properties	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2716	✓	1.16.5.1.1.6.3.4 Initial Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2717	✓	1.16.5.1.1.6.3.5 Perform Cross system tasks and system validation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2718	✓	1.16.5.1.1.6.4 Pristine Backup	8 hrs	100%	1 day	5/1/17 8:00 AM	5/1/17 5:00 PM			ssammeta	INFRA
2719	✓	<b>1.16.5.1.1.7 NW 7.4</b>	<b>1,608 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2720	✓	<b>1.16.5.1.1.7.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2721	✓	1.16.5.1.1.7.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2722	✓	1.16.5.1.1.7.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2723	✓	1.16.5.1.1.7.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2724	✓	<b>1.16.5.1.1.7.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2725	✓	1.16.5.1.1.7.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2726	✓	1.16.5.1.1.7.2.2 System Install, Backup, SP Upgrade	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2727	✓	<b>1.16.5.1.1.7.3 Post Install Steps</b>	<b>800 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2728	✓	1.16.5.1.1.7.3.1 Perform Installation Check	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2729	✓	1.16.5.1.1.7.3.2 Execute the CTC Configuration Wizard	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2730	✓	1.16.5.1.1.7.3.3 Adjust Java system properties	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2731	✓	1.16.5.1.1.7.3.4 Initial Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2732	✓	1.16.5.1.1.7.3.5 Perform Cross system tasks and system validation	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2733	✓	<b>1.16.5.1.1.7.4 Pristine Backup</b>	<b>8 hrs</b>	<b>100%</b>	<b>1 day</b>	<b>5/1/17 8:00 AM</b>	<b>5/1/17 5:00 PM</b>			<b>ssammeta</b>	<b>INFRA</b>
2734	✓	<b>1.16.5.1.2 Production - HA/DR Build</b>	<b>4,800 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2735	✓	<b>1.16.5.1.2.1 ECC</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2736	✓	<b>1.16.5.1.2.1.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2737	✓	1.16.5.1.2.1.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2738	✓	1.16.5.1.2.1.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2739	✓	1.16.5.1.2.1.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2740	✓	<b>1.16.5.1.2.1.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2741	✓	1.16.5.1.2.1.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2742	✓	1.16.5.1.2.1.2.2 System Install, Backup, Replication s	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2743	✓	<b>1.16.5.1.2.1.3 Failover Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2744	✓	1.16.5.1.2.1.3.1 Perform failover testing	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2745	✓	<b>1.16.5.1.2.2 CRM</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2746	✓	<b>1.16.5.1.2.2.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2747	✓	1.16.5.1.2.2.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2748	✓	1.16.5.1.2.2.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2749	✓	1.16.5.1.2.2.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2750	✓	<b>1.16.5.1.2.2.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2751	✓	1.16.5.1.2.2.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2752	✓	1.16.5.1.2.2.2.2 System Install, Backup, Replication s	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2753	✓	<b>1.16.5.1.2.2.3 Failover Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2754	✓	1.16.5.1.2.2.3.1 Perform failover testing	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2755	✓	<b>1.16.5.1.2.3 BW</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2756	✓	<b>1.16.5.1.2.3.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2757	✓	1.16.5.1.2.3.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2758	✓	1.16.5.1.2.3.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2759	✓	1.16.5.1.2.3.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2760	✓	<b>1.16.5.1.2.3.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2761	✓	1.16.5.1.2.3.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2762	✓	1.16.5.1.2.3.2.2 System Install, Backup, Replication s	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2763	✓	<b>1.16.5.1.2.3.3 Failover Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2764	✓	1.16.5.1.2.3.3.1 Perform failover testing	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2765	✓	<b>1.16.5.1.2.4 PO</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2766	✓	<b>1.16.5.1.2.4.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2767	✓	1.16.5.1.2.4.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2768	✓	1.16.5.1.2.4.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2769	✓	1.16.5.1.2.4.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2770	✓	<b>1.16.5.1.2.4.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2771	✓	1.16.5.1.2.4.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2772	✓	1.16.5.1.2.4.2.2 System Install, Backup, Replication s	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2773	✓	<b>1.16.5.1.2.4.3 Failover Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2774	✓	1.16.5.1.2.4.3.1 Perform failover testing	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2775	✓	<b>1.16.5.1.2.5 NW 7.4</b>	<b>960 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2776	✓	<b>1.16.5.1.2.5.1 Hardware Build</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2777	✓	1.16.5.1.2.5.1.1 LPAR Build	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2778	✓	1.16.5.1.2.5.1.2 FileSystem Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2779	✓	1.16.5.1.2.5.1.3 OS Security Setup	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2780	✓	<b>1.16.5.1.2.5.2 Software Build</b>	<b>320 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2781	✓	1.16.5.1.2.5.2.1 Validate LPAR setup, FileSystem & C	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2782	✓	1.16.5.1.2.5.2.2 System Install, Backup, Replication s	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2783	✓	<b>1.16.5.1.2.5.3 Failover Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
2784	✓	1.16.5.1.2.5.3.1 Perform failover testing	160 hrs	100%	20 days	5/1/17 8:00 AM	5/26/17 5:00 PM			ssammeta	INFRA
2785	✓	<b>1.16.6 Deployment</b>	<b>1,320 hrs</b>	<b>100%</b>	<b>92 days</b>	<b>5/22/17 8:00 AM</b>	<b>9/22/17 5:00 PM</b>				
2786	✓	<b>1.16.6.1 Parallel Bill Test 1</b>	<b>360 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>5/22/17 8:00 AM</b>	<b>6/9/17 5:00 PM</b>			igrau	BILL
2787	✓	<b>1.16.6.1.1 Prepare for Parallel Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>5/22/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>		<b>2792</b>	igrau	BILL
2788	✓	1.16.6.1.1.1 Develop Parallel Test Approach	8 hrs	100%	1 day	5/22/17 8:00 AM	5/22/17 5:00 PM		<b>2789</b>	igrau	BILL
2789	✓	1.16.6.1.1.2 Develop Parallel Test Cases	8 hrs	100%	1 day	5/23/17 8:00 AM	5/23/17 5:00 PM	<b>2788</b>	<b>2790</b>	igrau	BILL

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2790	✓	1.16.6.1.1.3 Identify Parallel Test Data	8 hrs	100%	1 day	5/24/17 8:00 AM	5/24/17 5:00 PM	2789	2791	igrau	BILL
2791	✓	1.16.6.1.1.4 Develop Parallel Test Plan	16 hrs	100%	2 days	5/25/17 8:00 AM	5/26/17 5:00 PM	2790		igrau	BILL
2792	✓	<b>1.16.6.1.2 Execute Parallel Testing</b>	<b>160 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>5/29/17 8:00 AM</b>	<b>6/9/17 5:00 PM</b>	<b>2787</b>		igrau	BILL
2793	✓	1.16.6.1.2.1 Populate Parallel Test Environment	8 hrs	100%	1 day	5/29/17 8:00 AM	5/29/17 5:00 PM		2794	igrau	BILL
2794	✓	1.16.6.1.2.2 Conduct Parallel Test	72 hrs	100%	9 days	5/30/17 8:00 AM	6/9/17 5:00 PM	2793		igrau	BILL
2795	✓	<b>1.16.6.2 Parallel Bill Test 2</b>	<b>240 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>7/10/17 8:00 AM</b>	<b>7/21/17 5:00 PM</b>			igrau	BILL
2796	✓	<b>1.16.6.2.1 Prepare for Parallel Testing</b>	<b>48 hrs</b>	<b>100%</b>	<b>3 days</b>	<b>7/10/17 8:00 AM</b>	<b>7/12/17 5:00 PM</b>		<b>2801</b>	igrau	BILL
2797	✓	1.16.6.2.1.1 Develop Parallel Test Approach	4 hrs	100%	0.5 days	7/10/17 8:00 AM	7/10/17 12:00 PM		2798	igrau	BILL
2798	✓	1.16.6.2.1.2 Develop Parallel Test Cases	4 hrs	100%	0.5 days	7/10/17 1:00 PM	7/10/17 5:00 PM	2797	2799	igrau	BILL
2799	✓	1.16.6.2.1.3 Identify Parallel Test Data	8 hrs	100%	1 day	7/11/17 8:00 AM	7/11/17 5:00 PM	2798	2800	igrau	BILL
2800	✓	1.16.6.2.1.4 Develop Parallel Test Plan	8 hrs	100%	1 day	7/12/17 8:00 AM	7/12/17 5:00 PM	2799		igrau	BILL
2801	✓	<b>1.16.6.2.2 Execute Parallel Testing</b>	<b>112 hrs</b>	<b>100%</b>	<b>7 days</b>	<b>7/13/17 8:00 AM</b>	<b>7/21/17 5:00 PM</b>	<b>2796</b>		igrau	BILL
2802	✓	1.16.6.2.2.1 Populate Parallel Test Environment	8 hrs	100%	1 day	7/13/17 8:00 AM	7/13/17 5:00 PM		2803	igrau	BILL
2803	✓	1.16.6.2.2.2 Conduct Parallel Test	48 hrs	100%	6 days	7/14/17 8:00 AM	7/21/17 5:00 PM	2802		igrau	BILL
2804	✓	<b>1.16.6.3 Parallel Bill Test 3</b>	<b>240 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>8/7/17 8:00 AM</b>	<b>8/18/17 5:00 PM</b>			igrau	BILL
2805	✓	<b>1.16.6.3.1 Prepare for Parallel Testing</b>	<b>48 hrs</b>	<b>100%</b>	<b>3 days</b>	<b>8/7/17 8:00 AM</b>	<b>8/9/17 5:00 PM</b>		<b>2810</b>	igrau	BILL
2806	✓	1.16.6.3.1.1 Develop Parallel Test Approach	4 hrs	100%	0.5 days	8/7/17 8:00 AM	8/7/17 12:00 PM		2807	igrau	BILL
2807	✓	1.16.6.3.1.2 Develop Parallel Test Cases	4 hrs	100%	0.5 days	8/7/17 1:00 PM	8/7/17 5:00 PM	2806	2808	igrau	BILL
2808	✓	1.16.6.3.1.3 Identify Parallel Test Data	8 hrs	100%	1 day	8/8/17 8:00 AM	8/8/17 5:00 PM	2807	2809	igrau	BILL
2809	✓	1.16.6.3.1.4 Develop Parallel Test Plan	8 hrs	100%	1 day	8/9/17 8:00 AM	8/9/17 5:00 PM	2808		igrau	BILL
2810	✓	<b>1.16.6.3.2 Execute Parallel Testing</b>	<b>112 hrs</b>	<b>100%</b>	<b>7 days</b>	<b>8/10/17 8:00 AM</b>	<b>8/18/17 5:00 PM</b>	<b>2805</b>		igrau	BILL
2811	✓	1.16.6.3.2.1 Populate Parallel Test Environment	8 hrs	100%	1 day	8/10/17 8:00 AM	8/10/17 5:00 PM		2812	igrau	BILL
2812	✓	1.16.6.3.2.2 Conduct Parallel Test	48 hrs	100%	6 days	8/11/17 8:00 AM	8/18/17 5:00 PM	2811		igrau	
2813	✓	<b>1.16.6.4 Parallel Bill Test 4</b>	<b>480 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>8/28/17 8:00 AM</b>	<b>9/22/17 5:00 PM</b>			igrau	BILL
2814	✓	<b>1.16.6.4.1 Prepare for Parallel Testing</b>	<b>80 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>8/28/17 8:00 AM</b>	<b>9/1/17 5:00 PM</b>		<b>2819</b>	igrau	BILL
2815	✓	1.16.6.4.1.1 Develop Parallel Test Approach	8 hrs	100%	1 day	8/28/17 8:00 AM	8/28/17 5:00 PM		2816	igrau	BILL
2816	✓	1.16.6.4.1.2 Develop Parallel Test Cases	8 hrs	100%	1 day	8/29/17 8:00 AM	8/29/17 5:00 PM	2815	2817	igrau	BILL
2817	✓	1.16.6.4.1.3 Identify Parallel Test Data	8 hrs	100%	1 day	8/30/17 8:00 AM	8/30/17 5:00 PM	2816	2818	igrau	BILL
2818	✓	1.16.6.4.1.4 Develop Parallel Test Plan	16 hrs	100%	2 days	8/31/17 8:00 AM	9/1/17 5:00 PM	2817		igrau	BILL
2819	✓	<b>1.16.6.4.2 Execute Parallel Testing</b>	<b>240 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>9/4/17 8:00 AM</b>	<b>9/22/17 5:00 PM</b>	<b>2814</b>		igrau	BILL
2820	✓	1.16.6.4.2.1 Populate Parallel Test Environment	8 hrs	100%	1 day	9/4/17 8:00 AM	9/4/17 5:00 PM		2821	igrau	BILL
2821	✓	1.16.6.4.2.2 Conduct Parallel Test	112 hrs	100%	14 days	9/5/17 8:00 AM	9/22/17 5:00 PM	2820		igrau	BILL
2822	✓	1.16.7 Production Application Security Roles (Work Product)	8 hrs	100%	1 day	7/10/17 8:00 AM	7/10/17 5:00 PM			Rdulam	SEC
2823	✓	1.16.8 End-User Training Materials	8 hrs	100%	1 day	2/6/17 8:00 AM	2/6/17 5:00 PM			namudaliar	CMT
2824	✓	1.16.9 Train-the-Trainer Program	8 hrs	100%	1 day	5/1/17 8:00 AM	5/1/17 5:00 PM			namudaliar	CMT
2825	✓	1.16.10 End-User Training Logistics Plan	8 hrs	100%	1 day	5/29/17 8:00 AM	5/29/17 5:00 PM			Rachel.Greni	CMT
2826	✓	1.16.11 Data & Cutover Conversion Plan	8 hrs	100%	1 day	7/10/17 8:00 AM	7/10/17 5:00 PM			Hmenon	INT
2827	✓	<b>1.17 Implementation</b>	<b>6,392 hrs</b>	<b>100%</b>	<b>465 days</b>	<b>11/16/15 8:00 AM</b>	<b>8/22/17 5:00 PM</b>				
2828	✓	<b>1.17.1 Organizational Change Management</b>	<b>6,392 hrs</b>	<b>100%</b>	<b>465 days</b>	<b>11/16/15 8:00 AM</b>	<b>8/22/17 5:00 PM</b>				
2829	✓	<b>1.17.1.1 Training Preparation</b>	<b>1,512 hrs</b>	<b>100%</b>	<b>179 days</b>	<b>12/19/16 8:00 AM</b>	<b>8/22/17 5:00 PM</b>				
2830	✓	1.17.1.1.1 Training Environment	1,432 hrs	100%	179 days	12/19/16 8:00 AM	8/22/17 5:00 PM			namudaliar	CMT
2831	✓	<b>1.17.1.1.2 Training Logistics</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>5/22/17 8:00 AM</b>	<b>6/2/17 5:00 PM</b>				

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
2832	✓	1.17.1.1.2.1 Prepare for Training Registration	80 hrs	100%	10 days	12/19/16 8:00 AM	12/30/16 5:00 PM					
2833	✓	1.17.1.1.2.1.1 Create scheduled offerings in GELP	80 hrs	100%	10 days	12/19/16 8:00 AM	12/30/16 5:00 PM			Rachel.Greni	CMT	
2834	✓	1.17.1.2 Training Development and Delivery	4,760 hrs	100%	423 days	11/16/15 8:00 AM	6/25/17 5:00 PM					
2835	✓	1.17.1.2.1 Course Development	3,840 hrs	100%	423 days	11/16/15 8:00 AM	6/25/17 5:00 PM					
2836	✓	1.17.1.2.1.1 Billing Training Material Development	960 hrs	100%	361 days	11/16/15 8:00 AM	3/31/17 5:00 PM					
2837	✓	1.17.1.2.1.1.1 Create Billing Job Aids	440 hrs	100%	55 days	11/16/15 8:00 AM	1/29/16 5:00 PM			namudaliar	CMT	
2838	✓	1.17.1.2.1.1.2 Review and Approve Billing Training Mater	520 hrs	100%	65 days	1/2/17 8:00 AM	3/31/17 5:00 PM			Rachel.Greni	CMT	
2839	✓	1.17.1.2.1.2 Customer Service Training Material Development	960 hrs	100%	65 days	3/29/17 8:00 AM	6/25/17 5:00 PM					
2840	✓	1.17.1.2.1.2.1 Customer Service Job Aids	440 hrs	100%	55 days	4/5/17 8:00 AM	6/20/17 5:00 PM			namudaliar	CMT	
2841	✓	1.17.1.2.1.2.2 Review and Approve Billing Training Mater	520 hrs	100%	65 days	3/29/17 8:00 AM	6/25/17 5:00 PM			Rachel.Greni	CMT	
2842	✓	1.17.1.2.1.3 Device Management Training Material Development	960 hrs	100%	65 days	3/29/17 8:00 AM	6/25/17 5:00 PM					
2843	✓	1.17.1.2.1.3.1 Device Management Job Aids	440 hrs	100%	55 days	4/5/17 8:00 AM	6/20/17 5:00 PM			namudaliar	CMT	
2844	✓	1.17.1.2.1.3.2 Review and Approve Device Training Mate	520 hrs	100%	65 days	3/29/17 8:00 AM	6/25/17 5:00 PM			Rachel.Greni	CMT	
2845	✓	1.17.1.2.1.4 FICA Training Material Development	960 hrs	100%	65 days	3/29/17 8:00 AM	6/25/17 5:00 PM					
2846	✓	1.17.1.2.1.4.1 FICA Job Aids	440 hrs	100%	55 days	4/5/17 8:00 AM	6/20/17 5:00 PM			namudaliar	CMT	
2847	✓	1.17.1.2.1.4.2 Review and Approve FICA Training Materi	520 hrs	100%	65 days	3/29/17 8:00 AM	6/25/17 5:00 PM			Rachel.Greni	CMT	
2848	✓	1.17.1.2.2 Trainer Preparation	360 hrs	100%	45 days	2/27/17 8:00 AM	4/28/17 5:00 PM					
2849	✓	1.17.1.2.2.1 Deliver Train the Trainer	360 hrs	100%	45 days	2/27/17 8:00 AM	4/28/17 5:00 PM					
2850	✓	1.17.1.2.2.1.1 Conduct Trainer Softskills Training	80 hrs	100%	10 days	2/27/17 8:00 AM	3/10/17 5:00 PM			namudaliar	CMT	
2851	✓	1.17.1.2.2.1.2 Conduct Trainer Delivery Skills	120 hrs	100%	15 days	3/13/17 8:00 AM	3/31/17 5:00 PM		2852	namudaliar	CMT	
2852	✓	1.17.1.2.2.1.3 Host Trainer Teach Back Sessions	160 hrs	100%	20 days	3/27/17 8:00 AM	4/21/17 5:00 PM	2851		namudaliar	CMT	
2853	✓	1.17.1.2.3 Deliver End User Training	560 hrs	100%	45 days	4/24/17 8:00 AM	6/23/17 5:00 PM					
2854	✓	1.17.1.2.3.1 Deliver End User Training	360 hrs	100%	45 days	4/24/17 8:00 AM	6/23/17 5:00 PM			2855SS+10 c	namudaliar	CMT
2855	✓	1.17.1.2.3.2 Track, Record and Report Training Attendance	200 hrs	100%	25 days	5/8/17 8:00 AM	6/9/17 5:00 PM	2854SS+10		Rachel.Greni	CMT	
2856	✓	1.17.1.3 Change Readiness and Business Engagement	120 hrs	100%	15 days	3/1/17 8:00 AM	3/21/17 5:00 PM					
2857	✓	1.17.1.3.1 Change Readiness	120 hrs	100%	15 days	3/1/17 8:00 AM	3/21/17 5:00 PM					
2858	✓	1.17.1.3.1.1 Conduct Change Readiness Assessment #3	80 hrs	100%	10 days	3/1/17 8:00 AM	3/14/17 5:00 PM		2859	Stephen.Cata	CMT	
2859	✓	1.17.1.3.1.2 Deliver Change Readiness Assessment Report	40 hrs	100%	5 days	3/15/17 8:00 AM	3/21/17 5:00 PM	2858		Stephen.Cata	CMT	
2860	✓	1.18 Post Go-live Support	480 hrs	100%	60 days	10/30/17 8:00 AM	1/19/18 5:00 PM			Sridhar	PMO	
2861	✓	1.19 PHASE DELIVERABLES	8,248 hrs	100%	536 days	11/16/15 8:00 AM	11/29/17 5:00 PM					
2862	✓	1.19.1 Deliverable Management	8,248 hrs	100%	533 days?	11/16/15 8:00 AM	11/24/17 5:00 PM					
2863	✓	1.19.1.1 Project Preparation	704 hrs	100%	28 days	11/16/15 8:00 AM	12/23/15 5:00 PM					
2864	✓	1.19.1.1.1 Project Charter	128 hrs	100%	16 days	11/16/15 8:00 AM	12/7/15 5:00 PM	2				
2865	✓	1.19.1.1.1.1 Draft: Project Charter	88 hrs	100%	11 days	11/16/15 8:00 AM	11/30/15 5:00 PM		2866	Sridhar	PMO	
2866	✓	1.19.1.1.1.2 Team Review and Update: Project Charter	24 hrs	100%	3 days	12/1/15 8:00 AM	12/3/15 5:00 PM	2865	2867	Sridhar	PMO	
2867	✓	1.19.1.1.1.3 Approval: Project Charter	8 hrs	100%	1 day	12/4/15 8:00 AM	12/4/15 5:00 PM	2866	2868	Sridhar	PMO	
2868	✓	1.19.1.1.1.4 Store Final Version: Project Charter	8 hrs	100%	1 day	12/7/15 8:00 AM	12/7/15 5:00 PM	2867		Sridhar	PMO	
2869	✓	1.19.1.1.2 Implementation Plan	128 hrs	100%	16 days	12/1/15 8:00 AM	12/22/15 5:00 PM	2				
2870	✓	1.19.1.1.2.1 Draft Deliverable: Implementation Plan	88 hrs	100%	11 days	12/1/15 8:00 AM	12/15/15 5:00 PM		2871	Sridhar	PMO	
2871	✓	1.19.1.1.2.2 Team Review and Update: Implementation Pla	24 hrs	100%	3 days	12/16/15 8:00 AM	12/18/15 5:00 PM	2870	2872	Sridhar	PMO	
2872	✓	1.19.1.1.2.3 Approval : Implementation Plan	8 hrs	100%	1 day	12/21/15 8:00 AM	12/21/15 5:00 PM	2871	2873	Sridhar	PMO	

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2873	✓	1.19.1.1.2.4 Store Final Version : Implementation Plan	8 hrs	100%	1 day	12/22/15 8:00 AM	12/22/15 5:00 PM	2872		Sridhar	PMO
2874	✓	<b>1.19.1.1.3 Project Scope Definition</b>	<b>224 hrs</b>	<b>100%</b>	<b>28 days</b>	<b>11/16/15 8:00 AM</b>	<b>12/23/15 5:00 PM</b>	<b>2</b>			
2875	✓	1.19.1.1.3.1 Draft Deliverable: Project Scope Definition	184 hrs	100%	23 days	11/16/15 8:00 AM	12/16/15 5:00 PM		2876	Sridhar	PMO
2876	✓	1.19.1.1.3.2 Team Review and Update: Project Scope Defir	24 hrs	100%	3 days	12/17/15 8:00 AM	12/21/15 5:00 PM	2875	2877	Sridhar	PMO
2877	✓	1.19.1.1.3.3 Approval: Project Scope Definition	8 hrs	100%	1 day	12/22/15 8:00 AM	12/22/15 5:00 PM	2876	2878	Sridhar	PMO
2878	✓	1.19.1.1.3.4 Store Final Version: Project Scope Definition	8 hrs	100%	1 day	12/23/15 8:00 AM	12/23/15 5:00 PM	2877		Sridhar	PMO
2879	✓	<b>1.19.1.1.4 Develop Deliverable Acceptance Criteria</b>	<b>224 hrs</b>	<b>100%</b>	<b>28 days</b>	<b>11/16/15 8:00 AM</b>	<b>12/23/15 5:00 PM</b>	<b>2</b>			
2880	✓	1.19.1.1.4.1 Draft Deliverable: Deliverable Acceptance Crite	184 hrs	100%	23 days	11/16/15 8:00 AM	12/16/15 5:00 PM		2881	Sridhar	PMO
2881	✓	1.19.1.1.4.2 Team Review and Update: Deliverable Acceptance Criteria	24 hrs	100%	3 days	12/17/15 8:00 AM	12/21/15 5:00 PM	2880	2882	Sridhar	PMO
2882	✓	1.19.1.1.4.3 Approval: Deliverable Acceptance Criteria	8 hrs	100%	1 day	12/22/15 8:00 AM	12/22/15 5:00 PM	2881	2883	Sridhar	PMO
2883	✓	1.19.1.1.4.4 Store Final Version: Deliverable Acceptance Ci	8 hrs	100%	1 day	12/23/15 8:00 AM	12/23/15 5:00 PM	2882		Sridhar	PMO
2884	✓	<b>1.19.1.2 Blueprint</b>	<b>3,584 hrs</b>	<b>100%</b>	<b>70 days?</b>	<b>1/11/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
2885	✓	<b>1.19.1.2.1 Establish Technical Infrastructure for Sandbox - Work Product</b>	<b>512 hrs</b>	<b>100%</b>	<b>64 days</b>	<b>1/11/16 8:00 AM</b>	<b>4/7/16 5:00 PM</b>	<b>2</b>			
2886	✓	1.19.1.2.1.1 Draft Deliverable: Technical Infrastructure for Sandbox	472 hrs	100%	59 days	1/11/16 8:00 AM	3/31/16 5:00 PM		2887	Richard.Griffi	INFRA
2887	✓	1.19.1.2.1.2 Team Review and Update: Technical Infrastructure for Sandbox	24 hrs	100%	3 days	4/1/16 8:00 AM	4/5/16 5:00 PM	2886	2888	Richard.Griffi	INFRA
2888	✓	1.19.1.2.1.3 Approval: Technical Infrastructure for Sandbox	8 hrs	100%	1 day	4/6/16 8:00 AM	4/6/16 5:00 PM	2887	2889	Richard.Griffi	INFRA
2889	✓	1.19.1.2.1.4 Store Final Version: Technical Infrastructure for Sandbox	8 hrs	100%	1 day	4/7/16 8:00 AM	4/7/16 5:00 PM	2888		Richard.Griffi	INFRA
2890	✓	<b>1.19.1.2.2 Change Management Strategy</b>	<b>144 hrs</b>	<b>100%</b>	<b>18 days</b>	<b>1/11/16 8:00 AM</b>	<b>2/3/16 5:00 PM</b>	<b>3</b>			
2891	✓	1.19.1.2.2.1 Draft Deliverable: Change Management Strateg	120 hrs	100%	15 days	1/11/16 8:00 AM	1/29/16 5:00 PM		2892	Slittleton	CMT
2892	✓	1.19.1.2.2.2 Team Review and Update: Change Management Strategy	8 hrs	100%	1 day	2/1/16 8:00 AM	2/1/16 5:00 PM	2891	2893	Slittleton	CMT
2893	✓	1.19.1.2.2.3 Approval: Change Management Strategy	8 hrs	100%	1 day	2/2/16 8:00 AM	2/2/16 5:00 PM	2892	2894	Slittleton	CMT
2894	✓	1.19.1.2.2.4 Store Final Version: Change Management Stra	8 hrs	100%	1 day	2/3/16 8:00 AM	2/3/16 5:00 PM	2893		Slittleton	CMT
2895	✓	<b>1.19.1.2.3 Testing Strategy</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>1/18/16 8:00 AM</b>	<b>2/5/16 5:00 PM</b>				
2896	✓	1.19.1.2.3.1 Draft Deliverable: Testing Strategy	80 hrs	100%	10 days	1/18/16 8:00 AM	1/29/16 5:00 PM	3FS+10 day	2897	Rnageswara	INT
2897	✓	1.19.1.2.3.2 Team Review and Update: Testing Strategy	24 hrs	100%	3 days	2/1/16 8:00 AM	2/3/16 5:00 PM	2896	2898	Rnageswara	INT
2898	✓	1.19.1.2.3.3 Approval: Testing Strategy	8 hrs	100%	1 day	2/4/16 8:00 AM	2/4/16 5:00 PM	2897	2899	Rnageswara	INT
2899	✓	1.19.1.2.3.4 Store Final Version: Testing Strategy	8 hrs	100%	1 day	2/5/16 8:00 AM	2/5/16 5:00 PM	2898		Rnageswara	INT
2900	✓	<b>1.19.1.2.4 Business Process Master List</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/23/16 8:00 AM</b>	<b>4/12/16 5:00 PM</b>				
2901	✓	1.19.1.2.4.1 Draft Deliverable: Business Process Master Lis	80 hrs	100%	10 days	3/23/16 8:00 AM	4/5/16 5:00 PM	3FS+36 day	2902	Hmenon	INT
2902	✓	1.19.1.2.4.2 Team Review and Update: Business Process Master List	24 hrs	100%	3 days	4/6/16 8:00 AM	4/8/16 5:00 PM	2901	2903	Hmenon	INT
2903	✓	1.19.1.2.4.3 Approval: Business Process Master List	8 hrs	100%	1 day?	4/11/16 8:00 AM	4/11/16 5:00 PM	2902	2904	Hmenon	INT
2904	✓	1.19.1.2.4.4 Store Final Version: Business Process Master	8 hrs	100%	1 day?	4/12/16 8:00 AM	4/12/16 5:00 PM	2903		Hmenon	INT
2905	✓	<b>1.19.1.2.5 Complete and Documented Business Design</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/28/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
2906	✓	1.19.1.2.5.1 Draft Deliverable: Complete and Documented Business Design	80 hrs	100%	10 days	3/28/16 8:00 AM	4/8/16 5:00 PM	3FS+55 days	2907	Hmenon	INT
2907	✓	1.19.1.2.5.2 Team Review and Update: Complete and Documented Business Design	24 hrs	100%	3 days	4/11/16 8:00 AM	4/13/16 5:00 PM	2906	2908	Hmenon	INT
2908	✓	1.19.1.2.5.3 Approval: Complete and Documented Business Design	8 hrs	100%	1 day?	4/14/16 8:00 AM	4/14/16 5:00 PM	2907	2909	Hmenon	INT

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
2909	✓	1.19.1.2.5.4 Store Final Version: Complete and Documented Business Design	8 hrs	100%	1 day?	4/15/16 8:00 AM	4/15/16 5:00 PM	2908		Hmenon	INT	
2910	✓	<b>1.19.1.2.6 Process Definition Document, Including Process Flows</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/28/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>					
2911	✓	1.19.1.2.6.1 Draft Deliverable: Process Definition Document, Including Process Flows	80 hrs	100%	10 days	3/28/16 8:00 AM	4/8/16 5:00 PM	3FS+55 days	2912	Hmenon	INT	
2912	✓	1.19.1.2.6.2 Team Review and Update: Process Definition Document, Including Process Flows	24 hrs	100%	3 days	4/11/16 8:00 AM	4/13/16 5:00 PM	2911	2913	Hmenon	INT	
2913	✓	1.19.1.2.6.3 Approval: Process Definition Document, Including Process Flows	8 hrs	100%	1 day?	4/14/16 8:00 AM	4/14/16 5:00 PM	2912	2914	Hmenon	INT	
2914	✓	1.19.1.2.6.4 Store Final Version: Process Definition Document, Including Process Flows	8 hrs	100%	1 day?	4/15/16 8:00 AM	4/15/16 5:00 PM	2913		Hmenon	INT	
2915	✓	<b>1.19.1.2.7 Hardware Sizing Analysis</b>	<b>112 hrs</b>	<b>100%</b>	<b>13 days?</b>	<b>1/15/16 8:00 AM</b>	<b>2/2/16 5:00 PM</b>					
2916	✓	1.19.1.2.7.1 Draft Deliverable: Hardware Sizing Analysis	88 hrs	100%	11 days	1/15/16 8:00 AM	1/29/16 5:00 PM	3		Richard.Griffi	INFRA	
2917	✓	1.19.1.2.7.2 Team Review and Update: Hardware Sizing Analysis	8 hrs	100%	1 day?	1/29/16 8:00 AM	1/29/16 5:00 PM		2918	Richard.Griffi	INFRA	
2918	✓	1.19.1.2.7.3 Approval: Hardware Sizing Analysis	8 hrs	100%	1 day?	2/1/16 8:00 AM	2/1/16 5:00 PM	2917	2919	Richard.Griffi	INFRA	
2919	✓	1.19.1.2.7.4 Store Final Version: Hardware Sizing Analysis	8 hrs	100%	1 day?	2/2/16 8:00 AM	2/2/16 5:00 PM	2918		Richard.Griffi	INFRA	
2920	✓	<b>1.19.1.2.8 Program Communications Plan &amp; Materials</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>3/24/16 8:00 AM</b>	<b>3/29/16 5:00 PM</b>					
2921	✓	1.19.1.2.8.1 Draft Deliverable: Program Communications Plan & Materials	8 hrs	100%	1 day	3/24/16 8:00 AM	3/24/16 5:00 PM	673	2922	Stephen.Cata	CMT	
2922	✓	1.19.1.2.8.2 Team Review and Update: Program Communications Plan & Materials	8 hrs	100%	1 day	3/25/16 8:00 AM	3/25/16 5:00 PM	2921	2923	Stephen.Cata	CMT	
2923	✓	1.19.1.2.8.3 Approval: Program Communications Plan & Materials	8 hrs	100%	1 day?	3/28/16 8:00 AM	3/28/16 5:00 PM	2922	2924	Stephen.Cata	CMT	
2924	✓	1.19.1.2.8.4 Store Final Version: Program Communications Plan & Materials	8 hrs	100%	1 day?	3/29/16 8:00 AM	3/29/16 5:00 PM	2923		Stephen.Cata	CMT	
2925	✓	<b>1.19.1.2.9 Technical Environment for Development (Work Product)</b>	<b>808 hrs</b>	<b>100%</b>	<b>70 days?</b>	<b>1/11/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>					
2926	✓	1.19.1.2.9.1 Draft Deliverable: Technical Environment for Development (Work Product)	448 hrs	100%	56 days	1/11/16 8:00 AM	3/28/16 5:00 PM	3FS+5 days		Richard.Griffi	INFRA	
2927	✓	1.19.1.2.9.2 Team Review and Update: Technical Environment for Development (Work Product)	120 hrs	100%	15 days	3/28/16 8:00 AM	4/15/16 5:00 PM			Richard.Griffi	INFRA	
2928	✓	1.19.1.2.9.3 Approval: Technical Environment for Development (Work Product)	120 hrs	100%	15 days?	3/28/16 8:00 AM	4/15/16 5:00 PM			Richard.Griffi	INFRA	
2929	✓	1.19.1.2.9.4 Store Final Version: Technical Environment for Development (Work Product)	120 hrs	100%	15 days?	3/28/16 8:00 AM	4/15/16 5:00 PM			Richard.Griffi	INFRA	
2930	✓	<b>1.19.1.2.10 Non- Production Application Security</b>	<b>104 hrs</b>	<b>100%</b>	<b>13 days?</b>	<b>2/29/16 8:00 AM</b>	<b>3/16/16 5:00 PM</b>					
2931	✓	1.19.1.2.10.1 Draft Deliverable: Non-Production Application Security	80 hrs	100%	10 days	2/29/16 8:00 AM	3/11/16 5:00 PM	3FS+31 days	2932	Rdulam	SEC	
2932	✓	1.19.1.2.10.2 Team Review and Update: Non-Production Application Security	8 hrs	100%	1 day?	3/14/16 8:00 AM	3/14/16 5:00 PM	2931	2933	Rdulam	SEC	
2933	✓	1.19.1.2.10.3 Approval: Non-Production Application Security	8 hrs	100%	1 day?	3/15/16 8:00 AM	3/15/16 5:00 PM	2932	2934	rumahajan	SEC	
2934	✓	1.19.1.2.10.4 Store Final Version: Non-Production Application Security	8 hrs	100%	1 day?	3/16/16 8:00 AM	3/16/16 5:00 PM	2933		Elliott.Clemm	SEC	
2935	✓	<b>1.19.1.2.11 Build Non-Production Application Security</b>	<b>104 hrs</b>	<b>100%</b>	<b>13 days?</b>	<b>2/15/16 8:00 AM</b>	<b>3/2/16 5:00 PM</b>					
2936	✓	1.19.1.2.11.1 Draft Deliverable: Application Security Design	80 hrs	100%	10 days	2/15/16 8:00 AM	2/26/16 5:00 PM	3FS+31 day	2937	Rdulam	SEC	
2937	✓	1.19.1.2.11.2 Team Review and Update: Application Security Design	8 hrs	100%	1 day?	2/29/16 8:00 AM	2/29/16 5:00 PM	2936	2938	Rdulam	SEC	

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## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2938	✓	1.19.1.2.11.3 Approval: Application Security Design	8 hrs	100%	1 day?	3/1/16 8:00 AM	3/1/16 5:00 PM	2937	2939	Rdulam	SEC
2939	✓	1.19.1.2.11.4 Store Final Version: Application Security Desi	8 hrs	100%	1 day?	3/2/16 8:00 AM	3/2/16 5:00 PM	2938		Rdulam	SEC
2940	✓	<b>1.19.1.2.12 Enterprise Structure</b>	<b>104 hrs</b>	<b>100%</b>	<b>13 days?</b>	<b>2/1/16 8:00 AM</b>	<b>2/17/16 5:00 PM</b>				
2941	✓	1.19.1.2.12.1 Draft Deliverable: Enterprise Structure	80 hrs	100%	10 days	2/1/16 8:00 AM	2/12/16 5:00 PM	3FS+21 day	2942	Lkhowala	CA
2942	✓	1.19.1.2.12.2 Team Review and Update: Enterprise Structu	8 hrs	100%	1 day?	2/15/16 8:00 AM	2/15/16 5:00 PM	2941	2943	Lkhowala	CA
2943	✓	1.19.1.2.12.3 Approval: Enterprise Structure	8 hrs	100%	1 day?	2/16/16 8:00 AM	2/16/16 5:00 PM	2942	2944	Lkhowala	CA
2944	✓	1.19.1.2.12.4 Store Final Version: Enterprise Structure	8 hrs	100%	1 day?	2/17/16 8:00 AM	2/17/16 5:00 PM	2943		Lkhowala	CA
2945	✓	<b>1.19.1.2.13 Software Gap Analysis</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/28/16 8:00 AM</b>	<b>4/15/16 5:00 PM</b>				
2946	✓	1.19.1.2.13.1 Draft Deliverable: Software Gap Analysis	80 hrs	100%	10 days	3/28/16 8:00 AM	4/8/16 5:00 PM	3FS+61 day	2947	Hmenon	INT
2947	✓	1.19.1.2.13.2 Team Review and Update: Software Gap Ana	24 hrs	100%	3 days	4/11/16 8:00 AM	4/13/16 5:00 PM	2946	2948	Hmenon	INT
2948	✓	1.19.1.2.13.3 Approval: Software Gap Analysis	8 hrs	100%	1 day?	4/14/16 8:00 AM	4/14/16 5:00 PM	2947	2949	Hmenon	INT
2949	✓	1.19.1.2.13.4 Store Final Version: Software Gap Analysis	8 hrs	100%	1 day?	4/15/16 8:00 AM	4/15/16 5:00 PM	2948		Hmenon	INT
2950	✓	<b>1.19.1.2.14 Risk Assessment</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/7/16 8:00 AM</b>	<b>3/25/16 5:00 PM</b>				
2951	✓	1.19.1.2.14.1 Draft Deliverable: Risk Assessment	80 hrs	100%	10 days	3/7/16 8:00 AM	3/18/16 5:00 PM	3FS+46 day	2952	Sridhar	PMO
2952	✓	1.19.1.2.14.2 Team Review and Update: Risk Assessment	24 hrs	100%	3 days	3/21/16 8:00 AM	3/23/16 5:00 PM	2951	2953	Sridhar	PMO
2953	✓	1.19.1.2.14.3 Approval: Risk Assessment	8 hrs	100%	1 day?	3/24/16 8:00 AM	3/24/16 5:00 PM	2952	2954	Sridhar	PMO
2954	✓	1.19.1.2.14.4 Store Final Version	8 hrs	100%	1 day?	3/25/16 8:00 AM	3/25/16 5:00 PM	2953		Sridhar	PMO
2955	✓	<b>1.19.1.2.15 Data Migration and Data Cleansing Strategy</b>	<b>104 hrs</b>	<b>100%</b>	<b>13 days?</b>	<b>3/14/16 8:00 AM</b>	<b>3/30/16 5:00 PM</b>				
2956	✓	1.19.1.2.15.1 Draft Deliverable: Data Migration and Data Cleansing Strategy	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM	3FS+51 days	2957	Hst	DATA
2957	✓	1.19.1.2.15.2 Team Review and Update: Data Migration and Data Cleansing Strategy	8 hrs	100%	1 day?	3/28/16 8:00 AM	3/28/16 5:00 PM	2956	2958	Hst	DATA
2958	✓	1.19.1.2.15.3 Approval: Data Migration and Data Cleansing Strategy	8 hrs	100%	1 day?	3/29/16 8:00 AM	3/29/16 5:00 PM	2957	2959	Hst	DATA
2959	✓	1.19.1.2.15.4 Store Final Version: Data Migration and Data Cleansing Strategy	8 hrs	100%	1 day?	3/30/16 8:00 AM	3/30/16 5:00 PM	2958		Hst	DATA
2960	✓	<b>1.19.1.2.16 Validated RICEFW Inventory</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
2961	✓	1.19.1.2.16.1 Draft Deliverable: Validated RICEFW Inventor	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM	3FS+51 day	2962	jachakravarth	Dev
2962	✓	1.19.1.2.16.2 Team Review and Update: Validated RICEFW Inventory	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	2961	2963	jachakravarth	Dev
2963	✓	1.19.1.2.16.3 Approval: Validated RICEFW Inventory	8 hrs	100%	1 day?	3/31/16 8:00 AM	3/31/16 5:00 PM	2962	2964	jachakravarth	Dev
2964	✓	1.19.1.2.16.4 Store Final Version: Validated RICEFW Inven	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	2963		jachakravarth	Dev
2965	✓	<b>1.19.1.2.17 Requirements Traceability Matrix</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/21/16 8:00 AM</b>	<b>4/8/16 5:00 PM</b>				
2966	✓	1.19.1.2.17.1 Draft Deliverable: Requirements Traceability	80 hrs	100%	10 days	3/21/16 8:00 AM	4/1/16 5:00 PM	3FS+56 day	2967	Hmenon	INT
2967	✓	1.19.1.2.17.2 Team Review and Update: Requirements Traceability Matrix	24 hrs	100%	3 days	4/4/16 8:00 AM	4/6/16 5:00 PM	2966	2968	Hmenon	INT
2968	✓	1.19.1.2.17.3 Approval: Requirements Traceability Matrix	8 hrs	100%	1 day?	4/7/16 8:00 AM	4/7/16 5:00 PM	2967	2969	Hmenon	INT
2969	✓	1.19.1.2.17.4 Store Final Version: Requirements Traceability Matrix	8 hrs	100%	1 day?	4/8/16 8:00 AM	4/8/16 5:00 PM	2968		Hmenon	INT
2970	✓	<b>1.19.1.2.18 Change Impact Analysis</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
2971	✓	1.19.1.2.18.1 Draft Deliverable: Change Impact Analysis	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM	3FS+51 day	2972	Slittleton	CMT
2972	✓	1.19.1.2.18.2 Team Review and Update: Change Impact Ar	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	2971	2973	Slittleton	CMT
2973	✓	1.19.1.2.18.3 Approval: Change Impact Analysis	8 hrs	100%	1 day?	3/31/16 8:00 AM	3/31/16 5:00 PM	2972	2974	Slittleton	CMT
2974	✓	1.19.1.2.18.4 Store Final Version: Change Impact Analysis	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	2973		Slittleton	CMT

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
2975	✓	<b>1.19.1.2.19 Change Readiness Assessment</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>3/14/16 8:00 AM</b>	<b>4/1/16 5:00 PM</b>				
2976	✓	1.19.1.2.19.1 Draft Deliverable: Change Readiness Assessment	80 hrs	100%	10 days	3/14/16 8:00 AM	3/25/16 5:00 PM	3FS+51 day	2977	Slittleton	CMT
2977	✓	1.19.1.2.19.2 Team Review and Update: Change Readiness Assessment	24 hrs	100%	3 days	3/28/16 8:00 AM	3/30/16 5:00 PM	2976	2978	Slittleton	CMT
2978	✓	1.19.1.2.19.3 Approval: Change Readiness Assessment	8 hrs	100%	1 day?	3/31/16 8:00 AM	3/31/16 5:00 PM	2977	2979	Slittleton	CMT
2979	✓	1.19.1.2.19.4 Store Final Version: Change Readiness Assessment	8 hrs	100%	1 day?	4/1/16 8:00 AM	4/1/16 5:00 PM	2978		Slittleton	CMT
2980	✓	<b>1.19.1.2.20 Capability Transfer Approach and Plans</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/15/16 8:00 AM</b>	<b>3/4/16 5:00 PM</b>				
2981	✓	1.19.1.2.20.1 Draft Deliverable: Capability Transfer Approach and Plans	80 hrs	100%	10 days	2/15/16 8:00 AM	2/26/16 5:00 PM	3FS+31 days	2982	Slittleton	CMT
2982	✓	1.19.1.2.20.2 Team Review and Update: Capability Transfer Approach and Plans	24 hrs	100%	3 days	2/29/16 8:00 AM	3/2/16 5:00 PM	2981	2983	Slittleton	CMT
2983	✓	1.19.1.2.20.3 Approval: Capability Transfer Approach and Plans	8 hrs	100%	1 day?	3/3/16 8:00 AM	3/3/16 5:00 PM	2982	2984	Slittleton	CMT
2984	✓	1.19.1.2.20.4 Store Final Version: Capability Transfer Approach and Plans	8 hrs	100%	1 day?	3/4/16 8:00 AM	3/4/16 5:00 PM	2983		Slittleton	CMT
2985	✓	<b>1.19.1.2.21 End User Training Approach</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>1/20/16 8:00 AM</b>	<b>2/9/16 5:00 PM</b>				
2986	✓	1.19.1.2.21.1 Draft Deliverable: End User Training Approach	80 hrs	100%	10 days	1/20/16 8:00 AM	2/2/16 5:00 PM	3FS+13 day	2987	Slittleton	CMT
2987	✓	1.19.1.2.21.2 Team Review and Update: End User Training Approach	24 hrs	100%	3 days	2/3/16 8:00 AM	2/5/16 5:00 PM	2986	2988	Slittleton	CMT
2988	✓	1.19.1.2.21.3 Approval: End User Training Approach	8 hrs	100%	1 day?	2/8/16 8:00 AM	2/8/16 5:00 PM	2987	2989	Slittleton	CMT
2989	✓	1.19.1.2.21.4 Store Final Version: End User Training Approach	8 hrs	100%	1 day?	2/9/16 8:00 AM	2/9/16 5:00 PM	2988		Slittleton	CMT
2990	✓	<b>1.19.1.2.22 End User Training Curriculum</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>2/1/16 8:00 AM</b>	<b>2/19/16 5:00 PM</b>				
2991	✓	1.19.1.2.22.1 Draft Deliverable: End User Training Curriculum	80 hrs	100%	10 days	2/1/16 8:00 AM	2/12/16 5:00 PM	3FS+21 day	2992	Slittleton	CMT
2992	✓	1.19.1.2.22.2 Team Review and Update: End User Training Curriculum	24 hrs	100%	3 days	2/15/16 8:00 AM	2/17/16 5:00 PM	2991	2993	Slittleton	CMT
2993	✓	1.19.1.2.22.3 Approval: End User Training Curriculum	8 hrs	100%	1 day?	2/18/16 8:00 AM	2/18/16 5:00 PM	2992	2994	Slittleton	CMT
2994	✓	1.19.1.2.22.4 Store Final Version: End User Training Curriculum	8 hrs	100%	1 day?	2/19/16 8:00 AM	2/19/16 5:00 PM	2993		Slittleton	CMT
2995	✓	<b>1.19.1.3 Realization Build</b>	<b>832 hrs</b>	<b>100%</b>	<b>157 days?</b>	<b>5/27/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>	<b>790SS</b>			
2996	✓	<b>1.19.1.3.1 Business Process Procedures</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>11/11/16 8:00 AM</b>	<b>11/16/16 5:00 PM</b>				
2997	✓	1.19.1.3.1.1 Draft Deliverable: Complete Business Process Procedures	8 hrs	100%	1 day?	11/11/16 8:00 AM	11/11/16 5:00 PM	1074	2998	Hmenon	INT
2998	✓	1.19.1.3.1.2 Team Review and Update: Complete Business Process Procedures	8 hrs	100%	1 day?	11/14/16 8:00 AM	11/14/16 5:00 PM	2997	2999	Hmenon	INT
2999	✓	1.19.1.3.1.3 Approval: Complete Business Process Procedures	8 hrs	100%	1 day?	11/15/16 8:00 AM	11/15/16 5:00 PM	2998	3000	Hmenon	INT
3000	✓	1.19.1.3.1.4 Store Final Version: Complete Business Process Procedures	8 hrs	100%	1 day?	11/16/16 8:00 AM	11/16/16 5:00 PM	2999		Hmenon	INT
3001	✓	<b>1.19.1.3.2 Functional Specifications</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>8/31/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
3002	✓	1.19.1.3.2.1 Draft Deliverable: Complete Functional Specifications	8 hrs	100%	1 day?	8/31/16 8:00 AM	8/31/16 5:00 PM	2176	3003	Hmenon	INT
3003	✓	1.19.1.3.2.2 Team Review and Update: Complete Functional Specifications	8 hrs	100%	1 day?	9/1/16 8:00 AM	9/1/16 5:00 PM	3002	3004	Hmenon	INT
3004	✓	1.19.1.3.2.3 Approval: Complete Functional Specifications	8 hrs	100%	1 day?	9/2/16 8:00 AM	9/2/16 5:00 PM	3003	3005	Hmenon	INT
3005	✓	1.19.1.3.2.4 Store Final Version: Complete Functional Specifications	8 hrs	100%	1 day?	9/5/16 8:00 AM	9/5/16 5:00 PM	3004		Hmenon	INT
3006	✓	<b>1.19.1.3.3 BI Report Functional Specifications</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>8/31/16 8:00 AM</b>	<b>9/5/16 5:00 PM</b>				
3007	✓	1.19.1.3.3.1 Draft Deliverable: Complete BI Report Functional Specifications	8 hrs	100%	1 day?	8/31/16 8:00 AM	8/31/16 5:00 PM	2176	3008	Hmenon	INT

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
3008	✓	1.19.1.3.3.2 Team Review and Update: Complete BI Report Functional Specifications	8 hrs	100%	1 day?	9/1/16 8:00 AM	9/1/16 5:00 PM	3007	3009	Hmenon	INT
3009	✓	1.19.1.3.3.3 Approval: Complete BI Functional Specification	8 hrs	100%	1 day?	9/2/16 8:00 AM	9/2/16 5:00 PM	3008	3010	Hmenon	INT
3010	✓	1.19.1.3.3.4 Store Final Version: Complete BI Functional Specifications	8 hrs	100%	1 day?	9/5/16 8:00 AM	9/5/16 5:00 PM	3009		Hmenon	INT
3011	✓	<b>1.19.1.3.4 Baseline Configuration (Work Product)</b>	<b>48 hrs</b>	<b>100%</b>	<b>6 days?</b>	<b>5/27/16 8:00 AM</b>	<b>6/3/16 5:00 PM</b>				
3012	✓	1.19.1.3.4.1 Draft Deliverable: Baseline Configuration (Work Product)	8 hrs	100%	1 day?	5/27/16 8:00 AM	5/27/16 5:00 PM	1003	3013	Hmenon	INT
3013	✓	1.19.1.3.4.2 Team Review and Update: Baseline Configuration (Work Product)	24 hrs	100%	3 days	5/30/16 8:00 AM	6/1/16 5:00 PM	3012	3014	Hmenon	INT
3014	✓	1.19.1.3.4.3 Approval: Baseline Configuration (Work Product)	8 hrs	100%	1 day?	6/2/16 8:00 AM	6/2/16 5:00 PM	3013	3015	Hmenon	INT
3015	✓	1.19.1.3.4.4 Store Final Version: Baseline Configuration (Work Product)	8 hrs	100%	1 day?	6/3/16 8:00 AM	6/3/16 5:00 PM	3014		Hmenon	INT
3016	✓	<b>1.19.1.3.5 Final Configuration (Work Product)</b>	<b>48 hrs</b>	<b>100%</b>	<b>6 days?</b>	<b>8/26/16 8:00 AM</b>	<b>9/2/16 5:00 PM</b>				
3017	✓	1.19.1.3.5.1 Draft Deliverable: Final Configuration (Work Product)	8 hrs	100%	1 day?	8/26/16 8:00 AM	8/26/16 5:00 PM	1004	3018	Hmenon	INT
3018	✓	1.19.1.3.5.2 Team Review and Update: Final Configuration (Work Product)	24 hrs	100%	3 days	8/29/16 8:00 AM	8/31/16 5:00 PM	3017	3019	Hmenon	INT
3019	✓	1.19.1.3.5.3 Approval: Final Configuration (Work Product)	8 hrs	100%	1 day?	9/1/16 8:00 AM	9/1/16 5:00 PM	3018	3020	Hmenon	INT
3020	✓	1.19.1.3.5.4 Store Final Version: Final Configuration (Work Product)	8 hrs	100%	1 day?	9/2/16 8:00 AM	9/2/16 5:00 PM	3019		Hmenon	INT
3021	✓	<b>1.19.1.3.6 Data Cleansing and Legacy Data Extract &amp; Transformation (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>8/1/16 8:00 AM</b>	<b>8/19/16 5:00 PM</b>				
3022	✓	1.19.1.3.6.1 Draft Deliverable: Data Cleansing and Legacy Data Extract & Transformation (Work Product)	80 hrs	100%	10 days	8/1/16 8:00 AM	8/12/16 5:00 PM		3023	Hst	DATA
3023	✓	1.19.1.3.6.2 Team Review and Update: Data Cleansing and Legacy Data Extract & Transformation (Work Product)	24 hrs	100%	3 days	8/15/16 8:00 AM	8/17/16 5:00 PM	3022	3024	Hst	DATA
3024	✓	1.19.1.3.6.3 Approval: Data Cleansing and Legacy Data Extract & Transformation (Work Product)	8 hrs	100%	1 day?	8/18/16 8:00 AM	8/18/16 5:00 PM	3023	3025	Hst	DATA
3025	✓	1.19.1.3.6.4 Store Final Version: Data Cleansing and Legacy Data Extract & Transformation (Work Product)	8 hrs	100%	1 day?	8/19/16 8:00 AM	8/19/16 5:00 PM	3024		Hst	DATA
3026	✓	<b>1.19.1.3.7 Data Load into CRM&amp;B (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>8/29/16 8:00 AM</b>	<b>9/16/16 5:00 PM</b>				
3027	✓	1.19.1.3.7.1 Draft Deliverable: Data Load into CRM&B(Work Product)	80 hrs	100%	10 days	8/29/16 8:00 AM	9/9/16 5:00 PM		3028	Hst	DATA
3028	✓	1.19.1.3.7.2 Team Review and Update: Data Load into CRM&B(Work Product)	24 hrs	100%	3 days	9/12/16 8:00 AM	9/14/16 5:00 PM	3027	3029	Hst	DATA
3029	✓	1.19.1.3.7.3 Approval: Data Load into CRM&B(Work Product)	8 hrs	100%	1 day?	9/15/16 8:00 AM	9/15/16 5:00 PM	3028	3030	Hst	DATA
3030	✓	1.19.1.3.7.4 Store Final Version: Data Load into CRM&B(Work Product)	8 hrs	100%	1 day?	9/16/16 8:00 AM	9/16/16 5:00 PM	3029		Hst	DATA
3031	✓	<b>1.19.1.3.8 Unit Test and Results</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>10/28/16 8:00 AM</b>	<b>11/2/16 5:00 PM</b>				
3032	✓	1.19.1.3.8.1 Draft Deliverable: Complete Unit Test and Resu	8 hrs	100%	1 day?	10/28/16 8:00 AM	10/28/16 5:00 PM	1201	3033	jachakravarth	Dev
3033	✓	1.19.1.3.8.2 Team Review and Update:Complete Unit Test and Results	8 hrs	100%	1 day?	10/31/16 8:00 AM	10/31/16 5:00 PM	3032	3034	jachakravarth	Dev
3034	✓	1.19.1.3.8.3 Approval: Complete Unit Test and Results	8 hrs	100%	1 day?	11/1/16 8:00 AM	11/1/16 5:00 PM	3033	3035	jachakravarth	Dev
3035	✓	1.19.1.3.8.4 Store Final Version: Complete Unit Test and Re	8 hrs	100%	1 day?	11/2/16 8:00 AM	11/2/16 5:00 PM	3034		jachakravarth	Dev
3036	✓	<b>1.19.1.3.9 String Test and Results</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>12/2/16 8:00 AM</b>	<b>12/7/16 5:00 PM</b>				
3037	✓	1.19.1.3.9.1 Draft Deliverable: Complete String Test and Re	8 hrs	100%	1 day?	12/2/16 8:00 AM	12/2/16 5:00 PM	876	3038	Hmenon	INT
3038	✓	1.19.1.3.9.2 Team Review and Update:Complete String Test and Results	8 hrs	100%	1 day?	12/5/16 8:00 AM	12/5/16 5:00 PM	3037	3039	Hmenon	INT

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
3039	✓	1.19.1.3.9.3 Approval: Complete String Test and Results	8 hrs	100%	1 day?	12/6/16 8:00 AM	12/6/16 5:00 PM	3038	3040	Hmenon	INT
3040	✓	1.19.1.3.9.4 Store Final Version: Complete String Test and Results	8 hrs	100%	1 day?	12/7/16 8:00 AM	12/7/16 5:00 PM	3039		Hmenon	INT
3041	✓	<b>1.19.1.3.10 Integration Test Scripts</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>9/19/16 8:00 AM</b>	<b>9/22/16 5:00 PM</b>				
3042	✓	1.19.1.3.10.1 Draft Deliverable: Complete Integration Test Scripts	8 hrs	100%	1 day?	9/19/16 8:00 AM	9/19/16 5:00 PM	2376	3043	Hmenon	INT
3043	✓	1.19.1.3.10.2 Team Review and Update:Complete Integration Test Scripts	8 hrs	100%	1 day?	9/20/16 8:00 AM	9/20/16 5:00 PM	3042	3044	Hmenon	INT
3044	✓	1.19.1.3.10.3 Approval: Complete Integration Test Scripts	8 hrs	100%	1 day?	9/21/16 8:00 AM	9/21/16 5:00 PM	3043	3045	Hmenon	INT
3045	✓	1.19.1.3.10.4 Store Final Version: Complete Integration Test Scripts	8 hrs	100%	1 day?	9/22/16 8:00 AM	9/22/16 5:00 PM	3044		Hmenon	INT
3046	✓	<b>1.19.1.3.11 Technical Development Specifications</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>10/31/16 8:00 AM</b>	<b>11/3/16 5:00 PM</b>				
3047	✓	1.19.1.3.11.1 Draft Deliverable: Complete Technical Development Specifications	8 hrs	100%	1 day?	10/31/16 8:00 AM	10/31/16 5:00 PM	2177	3048	jachakravarth	Dev
3048	✓	1.19.1.3.11.2 Team Review and Update:Complete Technical Development Specifications	8 hrs	100%	1 day?	11/1/16 8:00 AM	11/1/16 5:00 PM	3047	3049	jachakravarth	Dev
3049	✓	1.19.1.3.11.3 Approval: Complete Technical Development Specifications	8 hrs	100%	1 day?	11/2/16 8:00 AM	11/2/16 5:00 PM	3048	3050	jachakravarth	Dev
3050	✓	1.19.1.3.11.4 Store Final Version: Complete Technical Development Specifications	8 hrs	100%	1 day?	11/3/16 8:00 AM	11/3/16 5:00 PM	3049		jachakravarth	Dev
3051	✓	<b>1.19.1.3.12 Quality Assurance and Testing System Environment (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>9/12/16 8:00 AM</b>	<b>9/30/16 5:00 PM</b>				
3052	✓	1.19.1.3.12.1 Draft Deliverable: Quality Assurance and Testing System Environment	80 hrs	100%	10 days	9/12/16 8:00 AM	9/23/16 5:00 PM		3053	ssammeta	INFRA
3053	✓	1.19.1.3.12.2 Team Review and Update: Quality Assurance and Testing System Environment	24 hrs	100%	3 days	9/26/16 8:00 AM	9/28/16 5:00 PM	3052	3054	ssammeta	INFRA
3054	✓	1.19.1.3.12.3 Approval: Quality Assurance and Testing System Environment	8 hrs	100%	1 day?	9/29/16 8:00 AM	9/29/16 5:00 PM	3053	3055	ssammeta	INFRA
3055	✓	1.19.1.3.12.4 Store Final Version: Quality Assurance and Testing System Environment	8 hrs	100%	1 day?	9/30/16 8:00 AM	9/30/16 5:00 PM	3054		ssammeta	INFRA
3056	✓	<b>1.19.1.3.13 Develop and Technical Unit Test FRICEW Objects (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days?</b>	<b>12/12/16 8:00 AM</b>	<b>12/30/16 5:00 PM</b>				
3057	✓	1.19.1.3.13.1 Draft Deliverable: Develop and Technical Unit Test FRICEW Objects	80 hrs	100%	10 days	12/12/16 8:00 AM	12/23/16 5:00 PM	2227	3058	jachakravarth	Dev
3058	✓	1.19.1.3.13.2 Team Review and Update: Develop and Technical Unit Test FRICEW Objects	24 hrs	100%	3 days	12/26/16 8:00 AM	12/28/16 5:00 PM	3057	3059	jachakravarth	Dev
3059	✓	1.19.1.3.13.3 Approval: Develop and Technical Unit Test FRICEW Objects	8 hrs	100%	1 day?	12/29/16 8:00 AM	12/29/16 5:00 PM	3058	3060	jachakravarth	Dev
3060	✓	1.19.1.3.13.4 Store Final Version: Develop and Technical Unit Test FRICEW Objects	8 hrs	100%	1 day?	12/30/16 8:00 AM	12/30/16 5:00 PM	3059		jachakravarth	Dev
3061	✓	<b>1.19.1.3.14 Functional Unit Test FRICEW Objects</b>	<b>32 hrs</b>	<b>100%</b>	<b>4 days?</b>	<b>12/9/16 8:00 AM</b>	<b>12/14/16 5:00 PM</b>				
3062	✓	1.19.1.3.14.1 Draft Deliverable: Functional Unit Test FRICEW Objects	8 hrs	100%	1 day?	12/9/16 8:00 AM	12/9/16 5:00 PM	2240	3063	Hmenon	INT
3063	✓	1.19.1.3.14.2 Team Review and Update: Functional Unit Test FRICEW Objects	8 hrs	100%	1 day?	12/12/16 8:00 AM	12/12/16 5:00 PM	3062	3064	Hmenon	INT
3064	✓	1.19.1.3.14.3 Approval: Functional Unit Test FRICEW Objects	8 hrs	100%	1 day?	12/13/16 8:00 AM	12/13/16 5:00 PM	3063	3065	Hmenon	INT
3065	✓	1.19.1.3.14.4 Store Final Version: Functional Unit Test FRICEW Objects	8 hrs	100%	1 day?	12/14/16 8:00 AM	12/14/16 5:00 PM	3064		Hmenon	INT
3066	✓	<b>1.19.1.4 Testing &amp; Validation</b>	<b>1,160 hrs</b>	<b>100%</b>	<b>212 days</b>	<b>10/24/16 8:00 AM</b>	<b>8/11/17 5:00 PM</b>				
3067	✓	<b>1.19.1.4.1 Integration Test Results</b>	<b>40 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/19/17 8:00 AM</b>	<b>6/28/17 5:00 PM</b>				

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
3068	✓	1.19.1.4.1.1 Draft Deliverable: Integration Test Results	16 hrs	100%	2 days	6/19/17 8:00 AM	6/20/17 5:00 PM		3069	Rachel.Greni	INT
3069	✓	1.19.1.4.1.2 Team Review and Update: Integration Test Res	8 hrs	100%	1 day	6/21/17 8:00 AM	6/21/17 5:00 PM	3068	3070	Rachel.Greni	INT
3070	✓	1.19.1.4.1.3 Approval: Integration Test Results	8 hrs	100%	1 day	6/22/17 8:00 AM	6/22/17 5:00 PM	3069	3071	Rachel.Greni	INT
3071	✓	1.19.1.4.1.4 Store Final Version: Integration Test Results	8 hrs	100%	1 day	6/23/17 8:00 AM	6/23/17 5:00 PM	3070		Rachel.Greni	INT
3072	✓	<b>1.19.1.4.2 Production System Environment (Work Product)</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>5/29/17 8:00 AM</b>	<b>6/2/17 5:00 PM</b>				
3073	✓	1.19.1.4.2.1 Draft Deliverable: Production System Environment	16 hrs	100%	2 days	5/29/17 8:00 AM	5/30/17 5:00 PM		3074	Mark.Moriset	INT
3074	✓	1.19.1.4.2.2 Team Review and Update: Production System Environment	8 hrs	100%	1 day	5/31/17 8:00 AM	5/31/17 5:00 PM	3073	3075	Mark.Moriset	INT
3075	✓	1.19.1.4.2.3 Approval: Production System Environment	8 hrs	100%	1 day	6/1/17 8:00 AM	6/1/17 5:00 PM	3074	3076	Mark.Moriset	INT
3076	✓	1.19.1.4.2.4 Store Final Version: Production System Enviror	8 hrs	100%	1 day	6/2/17 8:00 AM	6/2/17 5:00 PM	3075		Mark.Moriset	INT
3077	✓	<b>1.19.1.4.3 Disaster Recovery Plan</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/10/17 8:00 AM</b>	<b>7/14/17 5:00 PM</b>				
3078	✓	1.19.1.4.3.1 Draft Deliverable: Disaster Recovery Plan	16 hrs	100%	2 days	7/10/17 8:00 AM	7/11/17 5:00 PM		3079	Mark.Moriset	INT
3079	✓	1.19.1.4.3.2 Team Review and Update: Disaster Recovery F	8 hrs	100%	1 day	7/12/17 8:00 AM	7/12/17 5:00 PM	3078	3080	Mark.Moriset	INT
3080	✓	1.19.1.4.3.3 Approval: Disaster Recovery Plan	8 hrs	100%	1 day	7/13/17 8:00 AM	7/13/17 5:00 PM	3079	3081	Mark.Moriset	INT
3081	✓	1.19.1.4.3.4 Store Final Version: Disaster Recovery Plan	8 hrs	100%	1 day	7/14/17 8:00 AM	7/14/17 5:00 PM	3080		Mark.Moriset	INT
3082	✓	<b>1.19.1.4.4 Performance and Stress Test Results</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/26/17 8:00 AM</b>	<b>7/7/17 5:00 PM</b>				
3083	✓	1.19.1.4.4.1 Draft Deliverable: Performance and Stress Test Results	56 hrs	100%	7 days	6/26/17 8:00 AM	7/4/17 5:00 PM		3084	Mark.Moriset	INT
3084	✓	1.19.1.4.4.2 Team Review and Update: Performance and Stress Test Results	8 hrs	100%	1 day	7/5/17 8:00 AM	7/5/17 5:00 PM	3083	3085	Mark.Moriset	INT
3085	✓	1.19.1.4.4.3 Approval: Performance and Stress Test Results	8 hrs	100%	1 day	7/6/17 8:00 AM	7/6/17 5:00 PM	3084	3086	Mark.Moriset	INT
3086	✓	1.19.1.4.4.4 Store Final Version: Performance and Stress Test Results	8 hrs	100%	1 day	7/7/17 8:00 AM	7/7/17 5:00 PM	3085		Mark.Moriset	INT
3087	✓	<b>1.19.1.4.5 Production Application Security Roles (Work Product)</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/10/17 8:00 AM</b>	<b>7/14/17 5:00 PM</b>				
3088	✓	1.19.1.4.5.1 Draft Deliverable: Production Application Security Roles	16 hrs	100%	2 days	7/10/17 8:00 AM	7/11/17 5:00 PM		3089	rumahajan	INT
3089	✓	1.19.1.4.5.2 Team Review and Update: Production Application Security Roles	8 hrs	100%	1 day	7/12/17 8:00 AM	7/12/17 5:00 PM	3088	3090	rumahajan	INT
3090	✓	1.19.1.4.5.3 Approval: Production Application Security Roles	8 hrs	100%	1 day	7/13/17 8:00 AM	7/13/17 5:00 PM	3089	3091	rumahajan	INT
3091	✓	1.19.1.4.5.4 Store Final Version: Production Application Security Roles	8 hrs	100%	1 day	7/14/17 8:00 AM	7/14/17 5:00 PM	3090		rumahajan	INT
3092	✓	<b>1.19.1.4.6 End-User Training Materials</b>	<b>640 hrs</b>	<b>100%</b>	<b>80 days</b>	<b>2/6/17 8:00 AM</b>	<b>5/26/17 5:00 PM</b>				
3093	✓	1.19.1.4.6.1 Draft Deliverable: End-User Training Materials	400 hrs	100%	50 days	2/6/17 8:00 AM	4/14/17 5:00 PM		3094	namudalier	DATA
3094	✓	1.19.1.4.6.2 Team Review and Update: End-User Training Materials	160 hrs	100%	20 days	4/17/17 8:00 AM	5/12/17 5:00 PM	3093	3095	namudalier	DATA
3095	✓	1.19.1.4.6.3 Approval: End-User Training Materials	72 hrs	100%	9 days	5/15/17 8:00 AM	5/25/17 5:00 PM	3094	3096	namudalier	DATA
3096	✓	1.19.1.4.6.4 Store Final Version: End-User Training Material	8 hrs	100%	1 day	5/26/17 8:00 AM	5/26/17 5:00 PM	3095		namudalier	DATA
3097	✓	<b>1.19.1.4.7 Communications Plan</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>6/26/17 8:00 AM</b>	<b>6/30/17 5:00 PM</b>				
3098	✓	1.19.1.4.7.1 Draft Deliverable: Communications Plan	16 hrs	100%	2 days	8/29/16 8:00 AM	8/30/16 5:00 PM		3099	Stephen.Cata	DATA
3099	✓	1.19.1.4.7.2 Team Review and Update: Communications Pl	8 hrs	100%	1 day	6/26/17 8:00 AM	6/26/17 5:00 PM	3098	3100	Stephen.Cata	DATA
3100	✓	1.19.1.4.7.3 Approval: Communications Plan	8 hrs	100%	1 day	6/27/17 8:00 AM	6/27/17 5:00 PM	3099	3101	Stephen.Cata	DATA
3101	✓	1.19.1.4.7.4 Store Final Version: Communications Plan	8 hrs	100%	1 day	6/28/17 8:00 AM	6/28/17 5:00 PM	3100		Stephen.Cata	DATA
3102	✓	<b>1.19.1.4.8 Business Readiness Network (Work Product)</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/31/17 8:00 AM</b>	<b>8/4/17 5:00 PM</b>				
3103	✓	1.19.1.4.8.1 Draft Deliverable: Business Readiness Network	16 hrs	100%	2 days	7/31/17 8:00 AM	8/1/17 5:00 PM		3104	Rachel.Greni	Dev

Realization plan 05\_05\_2017\_V2.mpp

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
3104	✓	1.19.1.4.8.2 Team Review and Update:Business Readiness Network	8 hrs	100%	1 day	8/2/17 8:00 AM	8/2/17 5:00 PM	3103	3105	Rachel.Greni	Dev
3105	✓	1.19.1.4.8.3 Approval: Business Readiness Network	8 hrs	100%	1 day	8/3/17 8:00 AM	8/3/17 5:00 PM	3104	3106	Rachel.Greni	Dev
3106	✓	1.19.1.4.8.4 Store Final Version: Business Readiness Netw	8 hrs	100%	1 day	8/4/17 8:00 AM	8/4/17 5:00 PM	3105		Rachel.Greni	Dev
3107	✓	<b>1.19.1.4.9 Train-the-Trainer Program</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>5/1/17 8:00 AM</b>	<b>5/19/17 5:00 PM</b>				
3108	✓	1.19.1.4.9.1 Draft Deliverable: Train-the-Trainer Program	80 hrs	100%	10 days	5/1/17 8:00 AM	5/12/17 5:00 PM		3109	namudaliar	INT
3109	✓	1.19.1.4.9.2 Team Review and Update:Train-the-Trainer Prc	16 hrs	100%	2 days	5/15/17 8:00 AM	5/16/17 5:00 PM	3108	3110	namudaliar	INT
3110	✓	1.19.1.4.9.3 Approval: Train-the-Trainer Program	16 hrs	100%	2 days	5/17/17 8:00 AM	5/18/17 5:00 PM	3109	3111	namudaliar	INT
3111	✓	1.19.1.4.9.4 Store Final Version: Train-the-Trainer Program	8 hrs	100%	1 day	5/19/17 8:00 AM	5/19/17 5:00 PM	3110		namudaliar	INT
3112	✓	<b>1.19.1.4.10 End-User Training Logistics Plan</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>5/29/17 8:00 AM</b>	<b>6/2/17 5:00 PM</b>				
3113	✓	1.19.1.4.10.1 Draft Deliverable: End-User Training Logistics	16 hrs	100%	2 days	5/29/17 8:00 AM	5/30/17 5:00 PM		3114	namudaliar	INT
3114	✓	1.19.1.4.10.2 Team Review and Update:End-User Training Logistics Plan	8 hrs	100%	1 day	5/31/17 8:00 AM	5/31/17 5:00 PM	3113	3115	namudaliar	INT
3115	✓	1.19.1.4.10.3 Approval: End-User Training Logistics Plan	8 hrs	100%	1 day	6/1/17 8:00 AM	6/1/17 5:00 PM	3114	3116	namudaliar	INT
3116	✓	1.19.1.4.10.4 Store Final Version:End-User Training Logistic	8 hrs	100%	1 day	6/2/17 8:00 AM	6/2/17 5:00 PM	3115		namudaliar	INT
3117	✓	<b>1.19.1.4.11 Data and Cutover Conversion Plan</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>7/10/17 8:00 AM</b>	<b>7/14/17 5:00 PM</b>				
3118	✓	1.19.1.4.11.1 Draft Deliverable: Data and Cutover Conversic	16 hrs	100%	2 days	7/10/17 8:00 AM	7/11/17 5:00 PM		3119	Hst	Dev
3119	✓	1.19.1.4.11.2 Team Review and Update:Data and Cutover Conversion Plan	8 hrs	100%	1 day	7/12/17 8:00 AM	7/12/17 5:00 PM	3118	3120	Hst	Dev
3120	✓	1.19.1.4.11.3 Approval: Data and Cutover Conversion Plan	8 hrs	100%	1 day	7/13/17 8:00 AM	7/13/17 5:00 PM	3119	3121	Hst	Dev
3121	✓	1.19.1.4.11.4 Store Final Version:Data and Cutover Conversion Plan	8 hrs	100%	1 day	7/14/17 8:00 AM	7/14/17 5:00 PM	3120		Hst	Dev
3122	✓	<b>1.19.1.5 Implementation</b>	<b>1,560 hrs</b>	<b>100%</b>	<b>322 days</b>	<b>8/1/16 8:00 AM</b>	<b>10/20/17 5:00 PM</b>	<b>790SS</b>			
3123	✓	<b>1.19.1.5.1 Data Cleansed, Extracted and Transformed from Legacy System (Work Product)</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>6/19/17 8:00 AM</b>	<b>6/28/17 5:00 PM</b>				
3124	✓	1.19.1.5.1.1 Draft Deliverable: Data Cleansed, Extracted and Transformed from Legacy System	56 hrs	100%	7 days	6/19/17 8:00 AM	6/25/17 5:00 PM		3125	Rachel.Greni	INT
3125	✓	1.19.1.5.1.2 Team Review and Update: Data Cleansed, Extracted and Transformed from Legacy System	8 hrs	100%	1 day	6/26/17 8:00 AM	6/26/17 5:00 PM	3124	3126	Rachel.Greni	INT
3126	✓	1.19.1.5.1.3 Approval:Data Cleansed, Extracted and Transformed from Legacy System	8 hrs	100%	1 day	6/27/17 8:00 AM	6/27/17 5:00 PM	3125	3127	Rachel.Greni	INT
3127	✓	1.19.1.5.1.4 Store Final Version: Data Cleansed, Extracted and Transformed from Legacy System	8 hrs	100%	1 day	6/28/17 8:00 AM	6/28/17 5:00 PM	3126		Rachel.Greni	INT
3128	✓	<b>1.19.1.5.2 Mock Conversion Results</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>4/24/17 8:00 AM</b>	<b>4/28/17 5:00 PM</b>				
3129	✓	1.19.1.5.2.1 Draft Deliverable: Mock Conversion Results	16 hrs	100%	2 days	4/24/17 8:00 AM	4/25/17 5:00 PM		3130	Hst	INT
3130	✓	1.19.1.5.2.2 Team Review and Update: Mock Conversion R	8 hrs	100%	1 day	4/26/17 8:00 AM	4/26/17 5:00 PM	3129	3131	Hst	INT
3131	✓	1.19.1.5.2.3 Approval: Mock Conversion Results	8 hrs	100%	1 day	4/27/17 8:00 AM	4/27/17 5:00 PM	3130	3132	Hst	INT
3132	✓	1.19.1.5.2.4 Store Final Version: Mock Conversion Results	8 hrs	100%	1 day	4/28/17 8:00 AM	4/28/17 5:00 PM	3131		Hst	INT
3133	✓	<b>1.19.1.5.3 Cutover Plan</b>	<b>240 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>8/7/17 8:00 AM</b>	<b>9/15/17 5:00 PM</b>				
3134	✓	1.19.1.5.3.1 Draft Deliverable: Cutover Plan	160 hrs	100%	20 days	8/7/17 8:00 AM	9/1/17 5:00 PM		3135	jachakravarth	INT
3135	✓	1.19.1.5.3.2 Team Review and Update: Cutover Plan	40 hrs	100%	5 days	9/4/17 8:00 AM	9/8/17 5:00 PM	3134	3136	jachakravarth	INT
3136	✓	1.19.1.5.3.3 Approval: Cutover Plan	32 hrs	100%	4 days	9/11/17 8:00 AM	9/14/17 5:00 PM	3135	3137	jachakravarth	INT
3137	✓	1.19.1.5.3.4 Store Final Version: Cutover Plan	8 hrs	100%	1 day	9/15/17 8:00 AM	9/15/17 5:00 PM	3136		jachakravarth	INT
3138	✓	<b>1.19.1.5.4 Parallel Test Results</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>8/21/17 8:00 AM</b>	<b>8/25/17 5:00 PM</b>				
3139	✓	1.19.1.5.4.1 Draft Deliverable: Parallel Test Results	16 hrs	100%	2 days	8/21/17 8:00 AM	8/22/17 5:00 PM		3140	Ssridhar	INT

## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
3140	✓	1.19.1.5.4.2 Team Review and Update: Parallel Test Results	8 hrs	100%	1 day	8/23/17 8:00 AM	8/23/17 5:00 PM	3139	3141	Sridhar	INT
3141	✓	1.19.1.5.4.3 Approval: Parallel Test Results	8 hrs	100%	1 day	8/24/17 8:00 AM	8/24/17 5:00 PM	3140	3142	Sridhar	INT
3142	✓	1.19.1.5.4.4 Store Final Version:Parallel Test Results	8 hrs	100%	1 day	8/25/17 8:00 AM	8/25/17 5:00 PM	3141		Sridhar	INT
3143	✓	<b>1.19.1.5.5 Delivery of end-user training (Work Product)</b>	<b>440 hrs</b>	<b>100%</b>	<b>56 days</b>	<b>7/3/17 8:00 AM</b>	<b>9/18/17 5:00 PM</b>				
3144	✓	1.19.1.5.5.1 Draft Deliverable: Delivery of end-user training	360 hrs	100%	45 days	7/3/17 8:00 AM	9/1/17 5:00 PM		3145	Rachel.Greni	INT
3145	✓	1.19.1.5.5.2 Team Review and Update: Delivery of end-user training	64 hrs	100%	8 days	9/4/17 8:00 AM	9/13/17 5:00 PM	3144	3146	Rachel.Greni	INT
3146	✓	1.19.1.5.5.3 Approval: Delivery of end-user training	8 hrs	100%	1 day	9/14/17 8:00 AM	9/14/17 5:00 PM	3145	3147	Rachel.Greni	INT
3147	✓	1.19.1.5.5.4 Store Final Version:Delivery of end-user training	8 hrs	100%	1 day	9/15/17 8:00 AM	9/15/17 5:00 PM	3146		Rachel.Greni	INT
3148	✓	<b>1.19.1.5.6 Production Application Security (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>7/17/17 8:00 AM</b>	<b>8/4/17 5:00 PM</b>				
3149	✓	1.19.1.5.6.1 Draft Deliverable: Production Application Securi	80 hrs	100%	10 days	8/1/16 8:00 AM	8/12/16 5:00 PM		3150	Elliott.Clemm	DATA
3150	✓	1.19.1.5.6.2 Team Review and Update: Production Application Security	24 hrs	100%	3 days	7/17/17 8:00 AM	7/19/17 5:00 PM	3149	3151	Elliott.Clemm	DATA
3151	✓	1.19.1.5.6.3 Approval: Production Application Security	8 hrs	100%	1 day	7/20/17 8:00 AM	7/20/17 5:00 PM	3150	3152	Elliott.Clemm	DATA
3152	✓	1.19.1.5.6.4 Store Final Version: Production Application Sec	8 hrs	100%	1 day	7/21/17 8:00 AM	7/21/17 5:00 PM	3151		Elliott.Clemm	DATA
3153	✓	<b>1.19.1.5.7 User-Acceptance Test Results</b>	<b>120 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>7/31/17 8:00 AM</b>	<b>8/25/17 5:00 PM</b>				
3154	✓	1.19.1.5.7.1 Draft Deliverable: User-Acceptance Test Result	80 hrs	100%	10 days	8/29/16 8:00 AM	9/9/16 5:00 PM		3155	Rachel.Greni	DATA
3155	✓	1.19.1.5.7.2 Team Review and Update: User-Acceptance Test Results	24 hrs	100%	3 days	7/31/17 8:00 AM	8/2/17 5:00 PM	3154	3156	Rachel.Greni	DATA
3156	✓	1.19.1.5.7.3 Approval: User-Acceptance Test Results	8 hrs	100%	1 day?	8/3/17 8:00 AM	8/3/17 5:00 PM	3155	3157	Rachel.Greni	DATA
3157	✓	1.19.1.5.7.4 Store Final Version: User-Acceptance Test Res	8 hrs	100%	1 day?	8/4/17 8:00 AM	8/4/17 5:00 PM	3156		Rachel.Greni	DATA
3158	✓	<b>1.19.1.5.8 System Support Organization in Place (Work Product)</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>8/28/17 8:00 AM</b>	<b>9/1/17 5:00 PM</b>				
3159	✓	1.19.1.5.8.1 Draft Deliverable: System Support Organization in Place	16 hrs	100%	2 days	8/28/17 8:00 AM	8/29/17 5:00 PM	1201	3160	Stephen.Cata	Dev
3160	✓	1.19.1.5.8.2 Team Review and Update: System Support Organization in Place	8 hrs	100%	1 day	8/30/17 8:00 AM	8/30/17 5:00 PM	3159	3161	Stephen.Cata	Dev
3161	✓	1.19.1.5.8.3 Approval: System Support Organization in Place	8 hrs	100%	1 day	8/31/17 8:00 AM	8/31/17 5:00 PM	3160	3162	Stephen.Cata	Dev
3162	✓	1.19.1.5.8.4 Store Final Version: System Support Organization in Place	8 hrs	100%	1 day	9/1/17 8:00 AM	9/1/17 5:00 PM	3161		Stephen.Cata	Dev
3163	✓	<b>1.19.1.5.9 Cutover Check list</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>9/25/17 8:00 AM</b>	<b>10/13/17 5:00 PM</b>				
3164	✓	1.19.1.5.9.1 Draft Deliverable: Cutover Check list	80 hrs	100%	10 days	9/25/17 8:00 AM	10/6/17 5:00 PM		3165	jachakravarth	INT
3165	✓	1.19.1.5.9.2 Team Review and Update:Cutover Check list	24 hrs	100%	3 days	10/9/17 8:00 AM	10/11/17 5:00 PM	3164	3166	jachakravarth	INT
3166	✓	1.19.1.5.9.3 Approval: Cutover Check list	8 hrs	100%	1 day	10/12/17 8:00 AM	10/12/17 5:00 PM	3165	3167	jachakravarth	INT
3167	✓	1.19.1.5.9.4 Store Final Version: Cutover Check list	8 hrs	100%	1 day	10/13/17 8:00 AM	10/13/17 5:00 PM	3166		jachakravarth	INT
3168	✓	<b>1.19.1.5.10 Help Desk (Go-Live) (work Product)</b>	<b>40 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>10/16/17 8:00 AM</b>	<b>10/20/17 5:00 PM</b>				
3169	✓	1.19.1.5.10.1 Draft Deliverable:Help Desk (Go-Live)	16 hrs	100%	2 days	10/16/17 8:00 AM	10/17/17 5:00 PM		3170	Stephen.Cata	INT
3170	✓	1.19.1.5.10.2 Team Review and Update:Help Desk (Go-Live)	8 hrs	100%	1 day	10/18/17 8:00 AM	10/18/17 5:00 PM	3169	3171	Stephen.Cata	INT
3171	✓	1.19.1.5.10.3 Approval: Help Desk (Go-Live)	8 hrs	100%	1 day	10/19/17 8:00 AM	10/19/17 5:00 PM	3170	3172	Stephen.Cata	INT
3172	✓	1.19.1.5.10.4 Store Final Version: Help Desk (Go-Live)	8 hrs	100%	1 day	10/20/17 8:00 AM	10/20/17 5:00 PM	3171		Stephen.Cata	INT
3173	✓	<b>1.19.1.5.11 Technical Support</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>9/4/17 8:00 AM</b>	<b>9/15/17 5:00 PM</b>				
3174	✓	1.19.1.5.11.1 Draft Deliverable: Technical Support	40 hrs	100%	5 days	9/4/17 8:00 AM	9/8/17 5:00 PM	2177	3175	Mark.Moriset	Dev
3175	✓	1.19.1.5.11.2 Team Review and Update:Technical Support	24 hrs	100%	3 days	9/11/17 8:00 AM	9/13/17 5:00 PM	3174	3176	Mark.Moriset	Dev
3176	✓	1.19.1.5.11.3 Approval: Technical Support	8 hrs	100%	1 day	9/14/17 8:00 AM	9/14/17 5:00 PM	3175	3177	Mark.Moriset	Dev

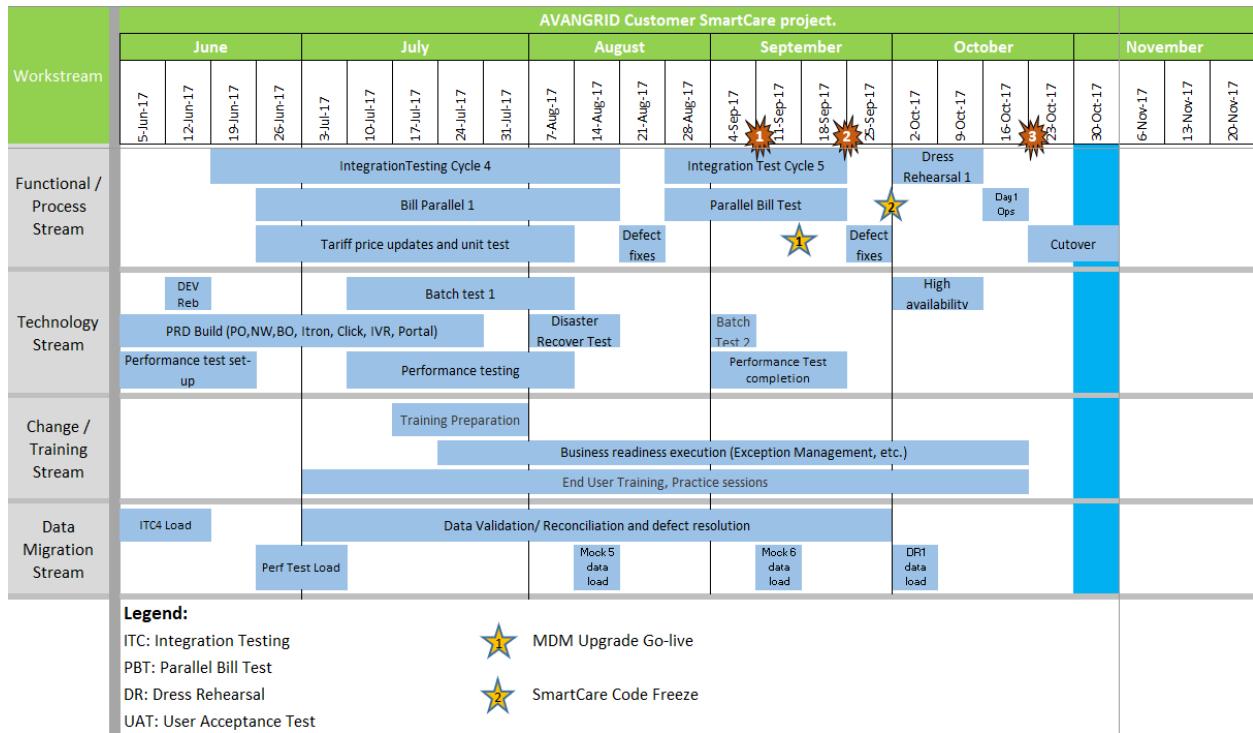
## EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team	
3177	✓	1.19.1.5.11.4 Store Final Version: Technical Support	8 hrs	100%	1 day	9/15/17 8:00 AM	9/15/17 5:00 PM	3176		Mark.Moriset	Dev	
3178	✓	<b>1.19.1.5.12 Operational Production System Environment (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>8/28/17 8:00 AM</b>	<b>9/15/17 5:00 PM</b>					
3179	✓	1.19.1.5.12.1 Draft Deliverable: Operational Production System Environment (Work Product)	80 hrs	100%	10 days	9/12/16 8:00 AM	9/23/16 5:00 PM		3180	Hmenon	INFRA	
3180	✓	1.19.1.5.12.2 Team Review and Update: Operational Production System Environment (Work Product)	24 hrs	100%	3 days	8/28/17 8:00 AM	8/30/17 5:00 PM	3179	3181	Hmenon	INFRA	
3181	✓	1.19.1.5.12.3 Approval: Operational Production System Environment (Work Product)	8 hrs	100%	1 day?	8/31/17 8:00 AM	8/31/17 5:00 PM	3180	3182	Hmenon	INFRA	
3182	✓	1.19.1.5.12.4 Store Final Version: Operational Production System Environment (Work Product)	8 hrs	100%	1 day?	9/1/17 8:00 AM	9/1/17 5:00 PM	3181		Hmenon	INFRA	
3183	✓	<b>1.19.1.5.13 Communications Plan – Final Preparation</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>7/31/17 8:00 AM</b>	<b>8/11/17 5:00 PM</b>					
3184	✓	1.19.1.5.13.1 Draft Deliverable: Communications Plan – Final Preparation	40 hrs	100%	5 days	7/31/17 8:00 AM	8/4/17 5:00 PM		3185	Rachel.Greni	Dev	
3185	✓	1.19.1.5.13.2 Team Review and Update: Communications Plan – Final Preparation	24 hrs	100%	3 days	8/7/17 8:00 AM	8/9/17 5:00 PM	3184	3186	Rachel.Greni	Dev	
3186	✓	1.19.1.5.13.3 Approval: Communications Plan – Final Preparation	8 hrs	100%	1 day	8/10/17 8:00 AM	8/10/17 5:00 PM	3185	3187	Rachel.Greni	Dev	
3187	✓	1.19.1.5.13.4 Store Final Version: Communications Plan – Final Preparation	8 hrs	100%	1 day	8/11/17 8:00 AM	8/11/17 5:00 PM	3186		Rachel.Greni	Dev	
3188	✓	<b>1.19.1.6 Post Go-Live Support</b>	<b>408 hrs</b>	<b>100%</b>	<b>30 days</b>	<b>9/25/17 8:00 AM</b>	<b>11/3/17 5:00 PM</b>	<b>790SS</b>				
3189	✓	<b>1.19.1.6.1 Live Production Environment operational (Work Product)</b>	<b>120 hrs</b>	<b>100%</b>	<b>15 days</b>	<b>11/6/17 8:00 AM</b>	<b>11/24/17 5:00 PM</b>					
3190	✓	1.19.1.6.1.1 Draft Deliverable: Live Production Environment operational	80 hrs	100%	10 days	11/6/17 8:00 AM	11/17/17 5:00 PM		3191	Mark.Moriset	INT	
3191	✓	1.19.1.6.1.2 Team Review and Update: Live Production Environment operational	24 hrs	100%	3 days	11/20/17 8:00 AM	11/22/17 5:00 PM	3190	3192	Mark.Moriset	INT	
3192	✓	1.19.1.6.1.3 Approval: Complete Live Production Environment operational	8 hrs	100%	1 day	11/23/17 8:00 AM	11/23/17 5:00 PM	3191	3193	Mark.Moriset	INT	
3193	✓	1.19.1.6.1.4 Store Final Version: Live Production Environment operational	8 hrs	100%	1 day	11/24/17 8:00 AM	11/24/17 5:00 PM	3192		Mark.Moriset	INT	
3194	✓	<b>1.19.1.6.2 Operational Help Desk</b>	<b>80 hrs</b>	<b>100%</b>	<b>10 days</b>	<b>10/23/17 8:00 AM</b>	<b>11/3/17 5:00 PM</b>					
3195	✓	1.19.1.6.2.1 Draft Deliverable: Operational Help Desk	48 hrs	100%	6 days	10/23/17 8:00 AM	10/30/17 5:00 PM		3196	Stephen.Cata	INT	
3196	✓	1.19.1.6.2.2 Team Review and Update: Operational Help Desk	16 hrs	100%	2 days	10/31/17 8:00 AM	11/1/17 5:00 PM	3195	3197	Stephen.Cata	INT	
3197	✓	1.19.1.6.2.3 Approval: Operational Help Desk	8 hrs	100%	1 day	11/2/17 8:00 AM	11/2/17 5:00 PM	3196	3198	Stephen.Cata	INT	
3198	✓	1.19.1.6.2.4 Store Final Version: Operational Help Desk	8 hrs	100%	1 day	11/3/17 8:00 AM	11/3/17 5:00 PM	3197		Stephen.Cata	INT	
3199	✓	<b>1.19.1.6.3 Cutover and Conversion Activities completion report</b>	<b>48 hrs</b>	<b>100%</b>	<b>5 days</b>	<b>10/23/17 8:00 AM</b>	<b>10/27/17 5:00 PM</b>					
3200	✓	1.19.1.6.3.1 Draft Deliverable: Cutover and Conversion Activities completion report	24 hrs	100%	3 days	10/23/17 8:00 AM	10/25/17 5:00 PM		3201	Hmenon	INT	
3201	✓	1.19.1.6.3.2 Team Review and Update: Cutover and Conversion Activities completion report	8 hrs	100%	1 day	10/26/17 8:00 AM	10/26/17 5:00 PM	3200	3202	Hmenon	INT	
3202	✓	1.19.1.6.3.3 Approval: Complete Cutover and Conversion Activities completion report	8 hrs	100%	1 day	10/27/17 8:00 AM	10/27/17 5:00 PM	3201	3203	Hmenon	INT	
3203	✓	1.19.1.6.3.4 Store Final Version: Cutover and Conversion Activities completion report	8 hrs	100%	1 day	10/30/17 8:00 AM	10/30/17 5:00 PM	3202		Hmenon	INT	
3204	✓	<b>1.19.1.6.4 Post Implementation and Evaluation Report</b>	<b>160 hrs</b>	<b>100%</b>	<b>20 days</b>	<b>10/30/17 8:00 AM</b>	<b>11/24/17 5:00 PM</b>					
3205	✓	1.19.1.6.4.1 Draft Deliverable: Post Implementation and Evaluation Report	96 hrs	100%	12 days	10/30/17 8:00 AM	11/14/17 5:00 PM		3206	Ssridhar	INT	

### EXHIBIT 6- SmartCare Project Plan

ID		Name	Work	% Complete	Duration	Start	Finish	Pred	Succ	Rsrc Name	Team
3206	✓	1.19.1.6.4.2 Team Review and Update: Post Implementation and Evaluation Report	32 hrs	100%	4 days	11/15/17 8:00 AM	11/20/17 5:00 PM	3205	3207	Ssridhar	INT
3207	✓	1.19.1.6.4.3 Approval: Post Implementation and Evaluation	124 hrs	100%	3 days	11/21/17 8:00 AM	11/23/17 5:00 PM	3206	3208	Ssridhar	INT
3208	✓	1.19.1.6.4.4 Store Final Version: Post Implementation and Evaluation Report	8 hrs	100%	1 day	11/24/17 8:00 AM	11/24/17 5:00 PM	3207		Ssridhar	INT

Exhibit 7 – Excel Project Plan View



## Exhibit 8 – Executive Dashboard

### Overall project dashboard as of 10/10/2017



**Project Status and Schedule**

Overall Project Status is **GREEN**: Focus is on Dress rehearsal execution and go-live readiness.

Milestone	Planned Date	Status
Dress Rehearsal	10/02/17 (start)	Dress rehearsal activities in progress

Countdown Until Go Live: 21 DAYS

**Dashboard Legend**

- G No major issues to address. Project On Schedule
- Y Concerns or issues that may impact project, attention required
- R Current issue is impacting project – management action required

**Key Status Areas**

**Dress Rehearsal**

- As of October at 9:00pm. Manual Data Loads are being performed.
- Running 18 hours behind schedule due to a technical issue during the early stages of the exercise, but gaining time on other activities
- Lessons learned and updates to the master cutover plan are being captured in preparation for Cutover

**Defect Resolution**

- Defect turnaround rate has slowed down this week due to Dress rehearsal activities
- Out of 14 high defects, 5 defects are in "Fixed" status, 5 defects are ready for retest and 4 defects are in "Open" status.
- Focus is on closing all the "New" or "Open" high defects by end of this week.

**Third Party Integration**

- 50 of the 52 critical integration points have been tested and passed as part of ITC5.
- 11 of the 12 integration parties have been completely tested. The only third parties in final testing are Kubra

**Bill Parallel**

- Parallel bill test to continue using Mock 6 data. Focus is on resolution of MDM missing meter reads, quality of converted data and business process exceptions at go-live.
- Cycles 1 through 15 are billed using Mock 6 data. Bill Accuracy rate is at 99.7%
- The number of missing reads from MDM have significantly increased (3% from an average of 1%) for Cycle 15 in Mock 6 system. Due to this issue the number of billing errors are higher in SAP for cycle 15.

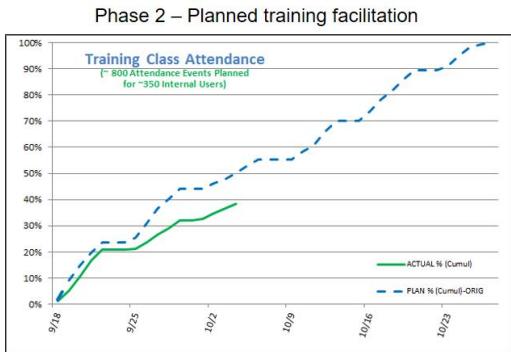
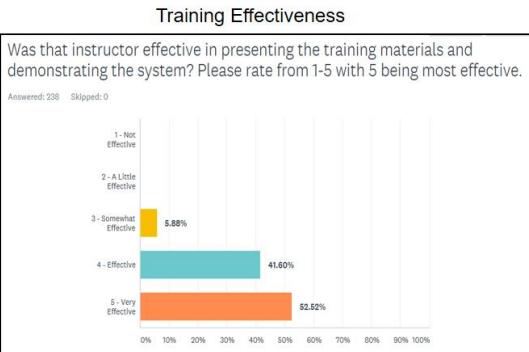
**Change & Training**

- Refresh Training Continues through October 26
- Includes 13 Courses by 13 Trainers
- ~ 50 Classes delivered
- > 300 Students attended so far
- Job Aide Handouts with Marketing for branding approvals

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## Exhibit 9 – Detail Metrics

### Change Management & Training



- Refresh Training Continues through October 26
  - Includes 13 Courses by 13 Trainers
  - ~ 50 Classes delivered
  - > 300 Students attended so far
  - Job Aide Handouts with Marketing for branding approvals

Challenges / Risks	Mitigation action items / Requests
• Assuring that All End Users complete required courses as needed to obtain Security Access approvals	<ul style="list-style-type: none"> <li>Tracking attendance against course requirements as defined by user roles.</li> </ul>

## AVANGRID CUSTOMER SMARTCARE PROJECT SUMMARY

As of October 13, 2017

## Executive Summary - CRM and Billing Systems

## PROJECT STATS

As of August 2017 (in \$'000s)	2017	2017	Year-end	Actual	2015-2017	2015-2017	MPUC
	YTD Actual	Budget	FCST/ EAC	Since Inception	FCST/ EAC	Budget <sup>(3)</sup>	Final Filing 2015-2017 Budget <sup>(3)</sup>
External Costs (Exclude Recharge)	\$13,373.7	\$15,213.5	\$16,774.7	\$38,967.6	\$42,368.5	\$43,667.9	\$43,667.9
External Costs - Recharge <sup>(1)</sup>	\$2,457.5	\$1,111.1	\$3,055.9	\$6,324.8	\$6,923.2		
<b>Total CAPEX - External Costs</b>	<b>\$15,831.2</b>	<b>\$16,324.6</b>	<b>\$19,830.6</b>	<b>\$45,292.4</b>	<b>\$49,291.7</b>	<b>\$43,667.9</b>	<b>\$43,667.9</b>
<b>Total Internal Costs - AFUDC &amp; CMP Labor<sup>(2)</sup></b>	<b>\$3,914.3</b>	<b>\$1,279.5</b>	<b>\$4,656.1</b>	<b>\$6,203.3</b>	<b>\$6,945.1</b>	<b>\$8,500.0</b>	<b>\$8,500.0</b>
<b>Total CAPEX - External &amp; Internal</b>	<b>\$19,745.5</b>	<b>\$17,604.1</b>	<b>\$24,486.7</b>	<b>\$51,495.6</b>	<b>\$56,236.8</b>	<b>\$52,167.9</b>	<b>\$52,167.9</b>
<b>Total OPEX</b>	<b>\$0.0</b>	<b>\$475.0</b>	<b>\$190.0</b>	<b>\$227.9</b>	<b>\$417.9</b>	<b>\$2,336.3</b>	<b>\$1,231.0</b>
<b>Total Project Costs - CAPEX and OPEX</b>	<b>\$19,745.5</b>	<b>\$18,079.1</b>	<b>\$24,676.7</b>	<b>\$51,723.5</b>	<b>\$56,654.7</b>	<b>\$54,504.2</b>	<b>\$53,398.9</b>

(1) Recharge costs are labor and other employee related costs incurred by all OpCos excluding CMP (i.e. ASC, AMC, NYSEG & RGE) and Spain resources.

(2) Internal Costs represent labor costs incurred by CMP's resources ONLY; and all AFUDC costs

(3) No breakdown between External Recharge and Internal Costs

\* Financial information are updated on a monthly basis

## AVANGRID CUSTOMER SMARTCARE PROJECT MILESTONE SUMMARY - ACTIVE PHASE

Project Phase	Target Start	Target Finish	On Budget	On Schedule	At Risk	Overall Status
<b>Project Preparation</b>	8/13/2014	12/18/2015				
<b>Blueprinting</b>	10/5/2015	4/30/2016				
<b>Design and Build</b>	5/2/2016	3/31/2017				
<b>Test &amp; Validation</b>	11/1/2016	9/29/2017				
<b>Go-Live Preparation</b>	3/1/2017	10/29/2017				
Go Live Readiness Criteria Defined	3/1/2017	8/1/2017	● ↔	● ↔	● ↔	● ↔
Training Delivery-Phase 2	7/6/2017	10/26/2017	● ↔	● ↔	● ↔	● ↔
Dress Rehearsal	10/2/2017	10/18/2017	● ↔	● ↔	● ↔	● ↔
Cutover Go-No Go Decision	10/23/2017	10/23/2017	● ↔	● ↔	● ↔	● ↔
Cutover	10/23/2017	10/29/2017	● ↔	● ↔	● ↔	● ↔
<b>Go-Live and Support</b>	10/30/2017	1/26/2018				
Post Go-Live Support	10/30/2017	1/26/2018	● ↔	● ↔	● ↔	● ↔
Systems Performance Monitoring	10/30/2017	1/26/2018	● ↔	● ↔	● ↔	● ↔
Closeout Complete	1/26/2018	1/26/2018	● ↔	● ↔	● ↔	● ↔

Green: No issues or issues being mitigated; project on schedule and budget; customer satisfied with progress. **Yellow:** Current or emerging issues that may impact project attention required. **Red:** Current issue is impacting project - management action required **LightBlue** - Not Started, **Dark Blue** - Completed **White** - On-Hold. **Trend Arrows forecast the status for the next period:** ↓Trending down, ↑Trending up, ↔Trending the same.

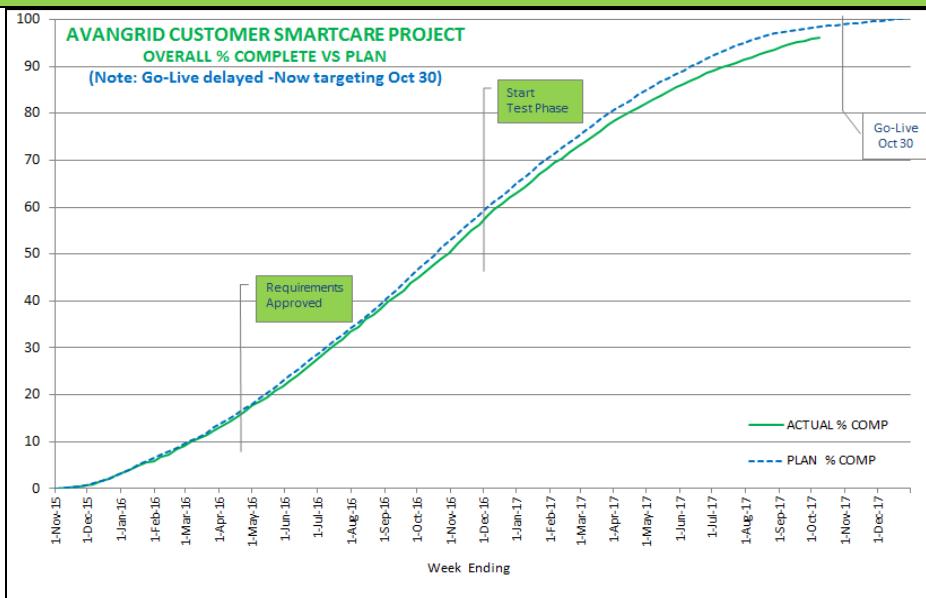
## HIGHLIGHTS &amp; UPCOMING KEY EVENTS

- The project is on track for an October 30 Go-Live. All remaining project activities are on schedule: Dress Rehearsal; Defect Resolution. Milestones will be monitored over the next week to ensure readiness.
- Cutover Dress Rehearsal was successful. ~ 2500 tasks were executed while sequencing, durations, roles and communications protocols were confirmed and improved.
- Defect resolution for all high defects is a priority. 4 HIGH defects pending resolution.
- Integration Test Cycle 5 has been completed. Continuing tests related to reports and payment arrangements ongoing through October 13.
- Refresh Training continues and has delivered over ~60 classes and for > 450 attendees.
- Training Attendance being reviewed against SAP Security Access requests
- Post Go-Live Support model and resourcing complete and rollout ready

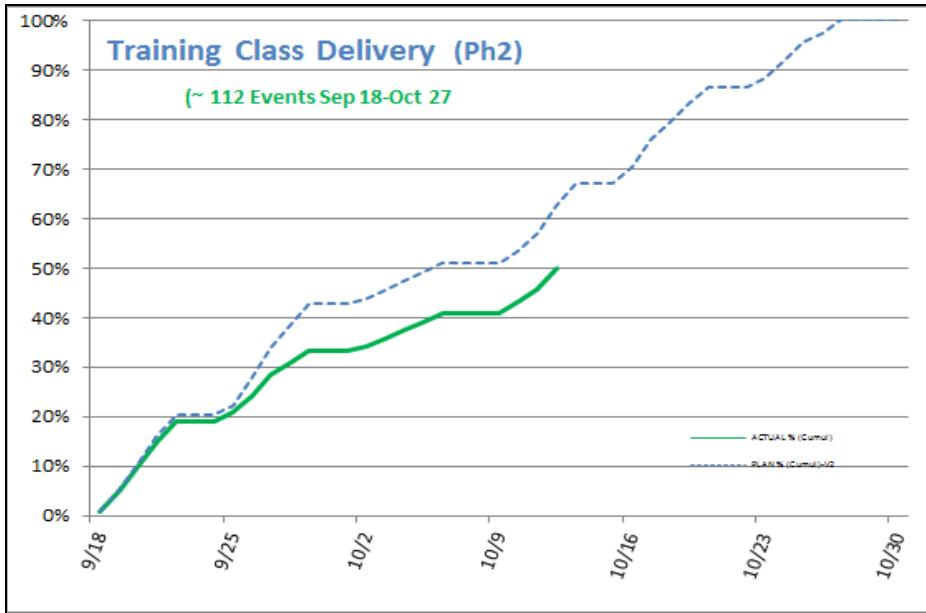
## AVANGRID CUSTOMER SMARTCARE PROJECT

Period Covered: Oct 7-13

## TOTAL PROJECT: PROGRESS VS PLAN



## ACTIVE PHASE METRIC: Training Delivery



## AVANGRID CUSTOMER SMARTCARE PROJECT

Period Covered: Oct 7-13

**PROJECT SUMMARY: Business Implementation***Rachel Grenier***Key Accomplishments**

- Cutover
  - Completed Dress Rehearsal
- Testing:
  - Continued testing of resolved defects
  - Bill Parallel testing continued
    - All selected cycles signed off
  - Completed testing of special payment plans in development, moving to integration testing
  - Began testing for change request 440 – SOP to CEP switch (payment plans)
- Open issues:
  - Working with State of ME and tax department to finalize process to capture state tax implications for converted write-offs
- Conversion
  - Continued daily status meeting for Extract, Transformation, and Load
  - Continued converted data validations and data reconciliation
  - Scheduled daily check in meetings with Customer Service lead team to provide project updates and obtain any requested follow up items
- External 3<sup>rd</sup> Parties / Other Internal Applications
  - Worked with vendors to complete dress rehearsal
- Change Management
  - Continued Phase 2 training
    - New hire training at vendor began 9/18
    - CMP refresher training began 9/19
    - Vendor refresher training began 10/3
  - Continued defining post go-live support structure and assignments
  - Continued defining process to approve production access to SmartCare
    - Continued mapping of roles to individual users
    - Continued process to approve access to production environment

**Upcoming Key Tasks**

- Continue data cleansing, data conversion validations and reconciliations of future loads (dress rehearsal & go-live)
- Continue parallel bill testing
- Continue testing supplier switch
- Continue to refine Interim Business Process Procedures
  - Test scripts for auto load at post-conversion (interaction records)
  - Complete dress rehearsal

**Issues/Areas of Concern****Critical Tasks in the Next 2 Weeks**

TASKS	STATUS
• Participate in dress rehearsal efforts associated to interfaces with external parties	Complete
• Continue data validation, data cleansing, and data reconciliation	In Progress
• Conduct dress rehearsal	Complete
• Prepare for final cutover	In Progress

## AVANGRID CUSTOMER SMARTCARE PROJECT

Period Covered: Oct 7-13

**PROJECT SUMMARY: Systems Implementation****Mark Morisette****Key Accomplishments**

- Completed Dress Rehearsal activities
  - Simulation of Day 1 activities in progress
- SAP Infrastructure system builds and overall support
  - Continue performing 2x/week system refreshes in support of the SAP Training environment
  - Direct monitoring of the Staging environment in support of Dress Rehearsal
  - Continued SAP Production environment refreshes in preparation for actual go-live activities
- Extract / Transformation / Load (Conversions)
  - Successfully executed process as part of early Dress Rehearsal work
  - Successfully completed Data Validation and Reconciliation activities for Dress Rehearsal
- Continued the execution of Parallel Bill Testing efforts
- Continued focus on resolving Critical and High open defects, including any defect fixed or ready to retest
- Continued the submission and processing of all required ITSM Security requests

**Upcoming Key Tasks**

- Continue execution of Dress Rehearsal – Day 1 Operations simulation
  - Perform batch catch-up activities
  - Perform simulated full nightly batch
- SAP Infrastructure system builds and overall support
  - Continue support of Operation Work Streams
  - Finalize System Monitoring setup/tuning and related activities
  - Complete SAP Solution Manager production build (resolve open items)
  - Installation of Patrol system monitoring for the entire SmartCare landscape
- Complete executions of Parallel Bill Testing efforts
- Coordinate the establishment of all applicable TCRs to document SmartCare changes
- Establish high-level plan for Archiving activities, including engagement of IBM/Mainline services

**Issues/Areas of Concerns**

- Limited volume/scenario testing of key functionalities (Unit / Integration testing via very small volumes)
  - Impacts to nightly batch processing, including bill print and other mass processes
  - Mitigated via extended Parallel Bill testing and additional batch processing activities
- Parallel Bill Testing: need to complete all planned cycles, resolving all key defects and out of balances
  - Need to ensure processes and ownership are in place to work any exceptions/out of balances
- VERP (Voluntary Early Retirement) impact on cutover and post go-live support (key resource availability)
- Single Dress Rehearsal plan will require successful execution with no critical errors
- Issue found with Internal Orders – meeting with Control, others Oct 13 to confirm plans

**Critical Tasks in the Next 2 Weeks**

TASKS	STATUS
• Complete Day 1 Operations simulation, including running Batch processes as part of Dress Rehearsal	In progress
• Complete creation of all TCRs for SmartCare changes	In progress
• Initiate actual cutover activities	Planned
• Complete final legacy CSS system nightly batch run	Planned

## AVANGRID CUSTOMER SMARTCARE PROJECT

Period Covered: Oct 7-13

## PROJECT SUMMARY: CMP Click Implementation

*Roberta Bailey*Upcoming Key Tasks

- Go-Live:
  - Go live support plan is defined and details are being added.
  - The deployment plan is being reviewed daily as we approach go-live
  - Participating in dress rehearsals, as needed.
  - Disaster recovery Proof of Concept (POC) completed. All disaster recovery documentation is being provided to the DR Coordinators.
  - Service Optimization Tuning continues.
  - Click End User SharePoint site has been updated with the new training schedule and go-live date.
- Long Term Click Support:
  - Long term production support discussions have started. Team will be meeting with the NY team to understand the NY support model.
- Training and Change Management:
  - Field Customer Service refresher training started October 10<sup>th</sup>. Meter Services refresher training completed on October 12<sup>th</sup>. The Energy Control Center training starts October 13<sup>th</sup> and Electric Distribution training begins October 16<sup>th</sup>.
  - The Click Change Readiness matrix continues to be monitored to ensure go-live readiness for October 30<sup>th</sup> and 10/31.
  - The Click newsletter was released Friday 10/6.

Critical Tasks in the Next 2 Weeks

TASKS	STATUS
• Service Optimization Tuning	In progress
• Deployment Planning Completed	In progress
• Go Live Support Planning Completed	In progress
• Complete Click Training	In progress

## AVANGRID CUSTOMER SMARTCARE PROJECT

Period Covered: Oct 7-13

## PROJECT SUMMARY: CHANGE MANAGEMENT

*Steve Cataldi***Project Summary: Key Accomplishments**

- Phase 2 training continuing. Over 60 class events held and over 450 students participated
- Phase 2 Training Survey continues to show nearly 95% rate training as Very Effective or Effective.
- Post Go-Live Support supplement Newsletter

**Provide summary information about project status for this area**

- Continue to work Course registrations to assure schedule is maintained and all students qualify for security access
- Newsletter #14 Drafted;

**Project Summary: Program Issues/Areas of Concerns**

- Need to assure that all end users take the training associated with their roles and expected security access requirements.

**Project Summary: Critical Tasks in the Next 2 Weeks**

TASKS	STATUS
• Establish and build out new training schedule going forward	Completed
• Continue Training prep; Survey, Attendance sheets, data readiness	Completed
• Reconcile registrations with Security access expectations	In Process
• Finalize/Approve final Newsletter	In Process

# Overall project dashboard as of 10/12/2017

Exhibit 11  
Executive Dashboard October 12, 2017

## Project Status and Schedule

Overall Project Status is **GREEN**: Focus is on Dress rehearsal execution and go-live readiness.

Milestone	Planned Date	Status
Dress Rehearsal	10/02/17 (start)	Dress rehearsal activities in progress



Countdown Until Go Live: 21 DAYS

## Dashboard Legend

- G No major issues to address. Project On Schedule
- Y Concerns or issues that may impact project, attention required
- R Current issue is impacting project – management action required

## Key Status Areas

### Dress Rehearsal



- As of October 12 at 9:00pm. Post Conversion activities are being performed.
- Running 28 hours behind schedule due to a technical issue during the early stages of the exercise (18 hours)
- Lessons learned and updates to the master cutover plan are being captured in preparation for Cutover

### Third Party Integration



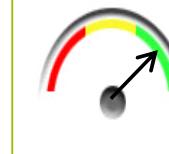
- 51 of the 52 critical integration points have been tested and passed as part of ITC5.
- 11 of the 12 integration parties have been completely tested. The last third party in final testing are Kubra

### Defect Resolution



- No Critical defects – critical change request submitted by Control – internal orders provided in October 2016 were not correct. Change to these orders at this time would put Go-Live at risk
- Out of 13 high defects, 7 defects are in "Fixed" or "Ready for retest". 3 of those defects are associated to a Change Request.
- 6 defects are in "Open" status.

### Bill Parallel



- The 20 cycles for September have been processed in SAP and compared with CSS.
- Match rate of 99.6% for cycle 15, 99.3% for cycle 16, 99.6% for cycle 17 and cycle 19
- The average match rate across the September 20 cycles was 99.8%
- Last MR process from MDM resulted in 3% missing reads. This is being analyzed by both SAP and MDM teams.

### Change & Training



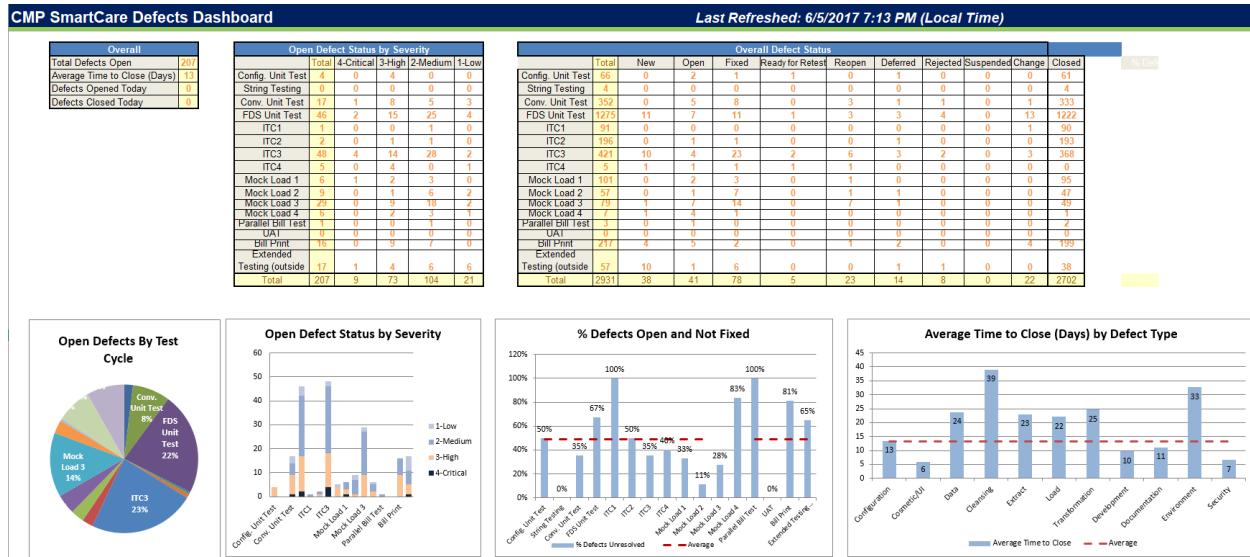
- Refresh Training Continues through October 26
- Includes 13 Courses by 13 Trainers
- ~ 50 Classes delivered
- > 300 Students attended so far
- Job Aide Handouts with Marketing for branding approvals

## Exhibit 12 – Cutover Timeline

High Level Activities		Cutover Preparation					Cutover					Post-Go-Live													
Cutover period - Go-Live		Thurs	Fri	Sat	Sun	Mon	10/23	Tue	10/24	Wed	10/25	Thur	10/26	Fri	10/27	Sat	10/28	Sun	10/29	Mon	Tue	Wed	Thurs	Fri	Sat
Pre-Cutover																									
System Build Activities																									
Cutover Preparation																									
SAP - Manual Configuration and Data set-up																									
Bill CSS Cycle 20																									
CSS Month Closing Activities																									
Cutover																									
Interim Business Processes Execution																									
CSS Data Extraction																									
Data Transformation																									
Data Load in ECC																									
Manual Data Conversion																									
Data Validation, Reconciliation and Sign-Off																									
Data Replication for CRM																									
Integration Partner Cutover																									
BW Cutover																									
Shake out testing																									
Pre Go-Live Catch-up activities																									
Go-Live																									
Post Go-Live																									
Post Go-Live Catch-up activities																									
Billing Cycle 1 - November																									
System Monitoring																									
Capture and report Operational Metrics																									

Date	Time	Activity	Teams
<b>Week ending Friday Oct 22</b>		Precutover Activities	All teams
<b>Tuesday Oct 24 2017</b>		CSS Manual Data Activities	Business Team
	Until 4:00PM	CSS Manual Data Activities	Business Team
	5:00 PM to 12:00 AM	Cycle 19 and Cycle 20 Billing	Customer Billing
<b>Wednesday Oct 25 2017</b>		CSS Month closing activities - Finance Book closing	Customer Billing
	12:00AM to 4:00 AM	CSS Month closing activities - Finance Book closing	Customer Billing
	4:00 AM to 5:00 AM	Customer Billing to Provide a go ahead for data extraction	Customer Billing
	5:00AM to 6:00 AM	Execute queries in CSS - for Manual data loads/Transform Look up in SAP	All Business teams
	12:00 AM to 12:00 AM	Integration Partner Tasks after CSS closing	Integration Partners
	6:00 AM to 6:00 PM	Data Extraction	CSS Support
	6:00 PM to 12:00 AM	Data Transformation	Transformation
	7:30PM to 12:00 AM	Start of Data Loads - Automated	Data Load Team
<b>Thursday Oct 26 2017</b>		Integration Partner Tasks after CSS closing - Continuation	Integration Partners
	12:00 AM to 12:00 AM	Integration Partner Tasks after CSS closing - Continuation	Integration Partners
	12:00 AM to 6:20 AM	Data Transformation Continuation	Data Transformation Team
	12:00 AM to 12:00 AM	Data Loads - Automated Continuation	Data Load Team
<b>Friday Oct 27 2017</b>		12:00 AM to 10 AM Data Loads - Automated Continuation	Data Load Team
	12:20 AM to 8: 10 PM	CRM Data Replication	CRM Middleware team
	8:25 PM to 12: 00 AM	Manual Data Loads	Business/Functional teams
<b>Saturday Oct 28 2017</b>		12:00 AM to 1:25 PM Manual Data Loads - Continuation	Business/Functional teams
	1:25 AM to 5:25 AM	Data Validation	Business/Functional teams
	4:25 AM to 5:25 AM	Receivable Validation and Signoff	Business/Functional teams
	5:25 AM to 9:55 AM	Data synchronization with Integration Partners (Account and Premise info	Integration partner BPO/team
	9:55 AM to 12: 00 AM	Integration Partner Cutover	Integration partner BPO/Functional teams
	5:40 AM to 9:40 PM	BW Data extraction	BW team
	5:40 AM to 5:40 PM	Post Conversion Activities	Functional Team
	5:40 PM to 11:15 PM	Shake out Testing - ECC/CRM and other Systems - Post Data Loads	All Teams
	11:30 PM to 11:59 AM	Catch up Activities - Pre Go-Live	Business Team
<b>Sunday Oct 29 2017</b>		12:00 AM to 3:55 AM Integration Partner Cutover Continues	Integration Partners
	12:00 AM to 11:59 AM	Catch up Activities - Pre Go-Live - Continues	Business Team
<b>Monday Oct 30 2017</b>		3:00 AM to 4: 00 AM Go-Live - Call center, IVR, eCMP	PMO
	4:00 AM to 12:00 AM	Catch up Activities - Post Go-Live	Business teams
	4:00 AM to 12:00 AM	Post Go-Live Support	Functional teams
	5:00PM to 12:00 AM	Batch run Oct 30 - Selected Batch Jobs - Manual Mode	Batch Team
<b>Tuesday Oct 31st</b>		6:00 AM to 6:00 PM Catch up Activities - Post Go- live	Business teams
	4:00 AM to 12:00 AM	Post Go-Live Support	Functional teams
	5:00PM to 12:00 AM	Batch run Oct 31 - Selected Batch Jobs - Manual Mode	Batch Team
<b>Wednesday Nov 1</b>		6:00 AM to 6:00 PM Catch up Activities - Post Go-Live	Business teams
	4:00 AM to 12:00 AM	Post Go-Live Support	Functional teams
	5:00PM to 12:00 AM	Batch Run Nov 1 - Full Batch - Manual Mode	IT and Functional teams

## Exhibit 13 – Defect Dashboard



***Donna McNally***

**Work History**

**2019 to present**

***Avangrid Service Company*, Augusta, ME**

**Director, IT Budget, VMO and PMO**

- Responsible for IT Business Office and Budgeting, Vendor Management and Procurement activities and the Project Management Office including Major Project management.

**2013 to 2019**

**Director, Network Projects & Initiatives**

- Responsible for major project implementations including CMP SmartCare, Global SAP Migration.

**2007 to 2013**

**Manager, Applications, Iberdrola USA Management Company, Augusta, ME**

- Plans, organizes, directs and controls the activities of the Maine Applications Support and Development Group.
- Provide IT Relationship Management for all clients within Maine.
- Managed several large projects including implementation of NERC CIP systems, enterprise systems, and corporate projects.
- Support and direct activities necessary to implement computer information systems in support of business initiatives.
- Responsible for budget, schedule, and technical performance of all system development activities within the group.

**2005 to 2006**

**Project Manager, Utility Shared Services, Energy East, Augusta, ME**

- Responsible for project delivery

**1998 to 2005**

**Manager, Power Delivery Systems, Central Maine Power Company, Augusta, ME**

- Plans, organizes, directs and controls the activities of the Power Delivery Application Support Group.
- Support and direct activities necessary to implement computer information systems in support of business initiatives.
- Responsible for schedule and technical performance of all system development activities within the group.

**1997 to 1998**

**Information Technology Manager, MainePower, Augusta, ME**

- Responsible for all aspects of Information Technology for new retail business venture in a deregulated environment including hardware, software, telecommunications, database and desktops.
- Managed IT vendors, contractors and contracts.
- Provided input and strategy to management team.

**1995 to 1997**

**Project Manager, Central Maine Power Company, Augusta, ME**

- Managed two-year, multi-million dollar project.
- Developed project plan, schedule and budget.
- Successfully negotiated contracts with software vendors.
- Managed resources including vendors, CMP professionals and consultants.

**1991 to 1995**

**Senior Business Systems Analyst, Central Maine Power Company, Augusta, ME**

- Responsibilities included being primary point of contact for clients in Customer Support Operations and Power Supply.
- Identified/defined business requirements with customers, translating business requirements into technical requirements.
- Recommended solutions to business problems.
- Developed and managed budget and resources for client and I/T projects.
- Coordinator for tactical planning within Information Services.

**1989 to 1991**

**Accountant III, Central Maine Power Company, Augusta, ME**

- Supervised the operation, maintenance and enhancements to the financial portion of the Cost Management Reporting System/General Ledger System.
- Design, analysis, and programming for interdepartmental PC based systems with interfaces to the mainframe.

**1982 to 1989**

**Computer Programmer/Analyst, Associated Grocers of Maine, South Gardiner, ME**

- System analysis, design and programming.
- Personnel training and new systems orientation.

**Education**

- Bachelor of Science degree in Business Administration with concentrations in Accounting and Finance. University of Maine (1982).